

# A Report for Texas Department of Motor Vehicles



**Business Process Analysis Project** 

**Future State Business Requirements** 

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# **Document Revision History**

# **Revisions**

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# 1... Purpose and Background

The Future State Business Requirements document provides the business requirements and use cases for the TxDMV business processes to be transformed. The transformed business processes and requirements are organized around a series of improvement initiatives. The requirements form the basis for analyzing alternative solutions and sourcing strategies (e.g., insourcing, out-sourcing procurements) for implementing the improvement initiatives.

## 1.1 Methodology and Approach

This following diagram describes the business process analysis methodology and approach used to develop the Initial Future State Definition document:



#### 1.1.1 Current State (As-Is)

Gartner conducted information gathering activities leading to the documentation of the TxDMV critical business processes and opportunities for improvements. The information gathering activities included:

- Visits to TxDMV TxDMV Regional Service Centers and County Tax Assessor-Collector offices servicing small, medium and large counties
- Attendance at the annual Tax Assessor-Collector Association conference
- Interviews with TxDMV internal and external stakeholders, including TxDMV division directors, representatives from law enforcement agencies, dealers, and the motoring public, and
- Work-sessions with TxDMV business process owners and subject matter experts (SMEs)

Current state process documentation is located at the TxDMV intranet site for the Automation Project: http://crossroads/dmv/projects/automation/as-is.asp.

## 1.1.2 Guiding Principles for Future State

Gartner facilitated a workshop with TxDMV Executive leadership to identify guiding principles that would serve to inform the brainstorming and definition of ideal TxDMV business processes. The following are the ten Business Process Analysis guiding principles:

- Resolve issues at first contact
- Deliver consistent customer experience
- Provide full service to all customers at any service location
- Provide status information in real time to customers and stakeholders
- Provide online self-service capability with a minimum of manual intervention

- Track call performance for all incoming calls
- Process work in a paperless manner starting at the point of entry
- Incorporate quality assurance into business processes
- Continue to provide flexible payment options
- Each requirement must be linked to benefits based on the following priority:
  - 1. Benefit to customers:
  - 2. Benefit to stakeholders:
  - Benefit to TxDMV.

#### 1.1.3 To Be Process Workshops

Gartner facilitated eight To Be Business Process Workshops to define business process improvements to transform the way TxDMV does business in the future. The participants of these workshops included:

- County TAC representatives
- TxDMV division directors, subject matter experts, and some TxDMV board members
- Law enforcement representatives
- Dealer representatives
- Insurance company representatives
- Motoring public representatives

#### 1.1.4 Initial Future State Definition

The outcome of the To Be Business Process workshops is documented in the Initial Future State Definition. This document satisfies milestones 7 – 9 of the Business Process Analysis project plan. The Initial Future State Definition was validated in a TxDMV executive workshop on September 15, 2011, and is revised and expanded in the Future State Business Requirements Document deliverable.

The Initial Future State Definition is located at the TxDMV intranet site for the Automation Project: <a href="http://crossroads/dmv/projects/automation/to-be.asp">http://crossroads/dmv/projects/automation/to-be.asp</a>.

#### 1.1.5 Future State Business Requirements

The Future State Business Requirements Document elaborates on the Initial Future State Definition to further specify the transformed business processes that TxDMV envisions for the future. The requirements are organized around improvement initiatives and cross-reference to the business process use cases that are organized by TxDMV division and customer groups.

The following are the types of business requirements provided in this document:

- Business Requirements. The business requirements specify features and rules that must be satisfied by the solution. There are three types of business requirements specified in this document:
  - Functional. These requirements specify functionality and business features of the solution.

- Non-Functional. Non-Functional requirements may specify technical requirements, architecture design constraints, or service levels that the solution must adhere to.
- Key Data. These are being utilized to specify requirements related to capturing and reporting on key performance data. Key performance data is used to measure business outcomes and the success of the initiative.
- <u>Use Cases</u>. The use cases provide a view of functionality from the perspective of an actor attempting to accomplish something of value in an interaction with TxDMV. The use cases illustrate business requirements within the context of the TxDMV business.

# 2... TO BE Business Requirements

## 2.1 Overview of Improvement Initiatives

The improvement initiatives describe a vision of the future state of TxDMV where the business model is enhanced to deliver improved services to the citizens of Texas as well as provide efficiencies across the agency and its key delivery partners, the County TACs. The improvement initiatives describe additional ways of delivering services and it is assumed that current capabilities delivered by the TxDMV and County TACs will continue to be supported and enhanced.

Table 1. Overview of Improvement Categories and Improvement Scenarios

Improvement Initiatives	Summary Description and Main Objectives
Contact Center Infrastructure and Process Improvement	<ul> <li>Improve customer service (drive to single stop shopping and first point of contact resolution) and Contact Center efficiencies by establishing an improved call handling and intelligent routing infrastructure and flows.</li> <li>Establish customer relationship management capabilities and provide a customer-centric view of TxDMV customers.</li> </ul>
Online Self- Service Capabilities for Motoring Public	<ul> <li>Improve customer service by enabling online Web self-service for the motoring public using knowledge-based virtual assistant, web chat, collaborative browsing, etc.</li> <li>Establish infrastructure and standards for knowledge-based customer Web services.</li> <li>Expand the capability of "Call Center" to "Contact Center" to include multi-channel support including capability for customers who initiate a transaction on the Web to interact and get support from contact center agents through Web chat and live communication.</li> </ul>
Email Response Management Capability	Improve efficiencies and customer service by deploying email response management capabilities.
On-Line Dealer Web Service Initiative	<ul> <li>Expand online capabilities for dealers to title and register vehicles in near real time, capturing all information at the point of purchase and eliminating the need for the buyer and the dealer to visit the TAC.</li> <li>Improve the interfaces for vehicle transfer title transactions, allowing dealers to submit transactions online and provide payment in</li> </ul>

Improvement Initiatives	Summary Description and Main Objectives
iiilialives	
	<ul> <li>electronic form.</li> <li>Create efficiencies at dealer locations by using data from the buyer's order to pre-populate the TxDMV system with a pending transaction.</li> </ul>
Revamp the	Improve process and reduce time for processing Dealer License
Dealer Licensing Program	<ul><li>application:</li><li>Simplify the rules and requirements for dealers to obtain a license.</li></ul>
riogiam	<ul> <li>Reduce risk to the general public and to the applicant by requiring online (or in person) training and certifications as part of license process.</li> <li>Allow applicants to establish an account with TxDMV and complete</li> </ul>
	the application online. Accept license applications at all locations and forward them to MVD.
	<ul> <li>Enable Web self-service access to license applications together with knowledge management, virtual assistance, web chat and person- to-person communication through the Web to assist the applicants with licensing applications.</li> </ul>
	Triage the license applications into simple and complex applications and implement fast track process for simple "vanilla" applications.
	Implement field inspection to assist applicants with complex
	applications. Allow applicants to pay a fee to expedite the inspection.
	<ul> <li>Capture/scan all documents related to the license applications (including match mail) into the system up-front so that the application status is visible in the system to all staff involved with processing the application.</li> </ul>
	<ul> <li>Reduce time of processing an application by streamlining the process for payments and checks.</li> </ul>
Online Self-	Improve law enforcement access to information and improve internal  Typin () afficient size by an ability law and access to information and improve internal  Typin () afficient size by an ability law and access to information and improve internal  Typin () afficient size by an ability law and access to information and improve internal  Typin () afficient size by an ability law and access to information and improve internal  Typin () afficient size by an ability law and access to information and improve internal  Typin () afficient size by an ability law and access to information and improve internal  Typin () afficient size by an ability law and access to information and improve internal  Typin () afficient size by an ability law and access to information and improve internal  Typin () afficient size by a size
Service for Law Enforcement	TxDMV efficiencies by enabling law enforcement with self-service, enhanced access to all vehicle and driver information and providing a single view of all vehicle and owner information without having to navigate multiple systems.
E-Titles and E- Liens	Improve security, reduce fraud and improve efficiencies by implementing a fully electronic titling program, whereby the TxDMV vehicle record is the "official title record" and paper titles are optional at the time of initial titling or vehicle transfer.
	<ul> <li>Improve Dealer services by allowing dealers to electronically assign/reassign titles by updating TxDMV registration and titling systems in real time, eliminating the need to provide hard copy titles or assignment/reassignment forms and the need for POAs when vehicles are taken in on trade.</li> </ul>
	Improve services to financial institutions and dealers by expanding the current electronic lien program so that all liens can be placed electronically and released electronically at the time of payoff. Include the capability for dealers to electronically pay off lien holders for vehicles they take in on trade.
Integrated Case Management System	<ul> <li>Provide an integrated case management solution for Enforcement to increase information sharing, help streamline business processes, facilitate better decision-making, and increase efficiency.</li> </ul>
	Incorporate remote access to the case management system for field
	Incorporate remote access to the case management system for field

Improvement	Summary Description and Main Objectives							
Initiatives								
Out 201	<ul> <li>inspections and investigations.</li> <li>Incorporate field service management to improve the efficiency of inspections by providing the capability to schedule and dispatch investigators using business intelligence.</li> </ul>							
One-Stop Shopping for Motor Carriers	Improve motor carrier customer satisfaction by enabling one-stop shopping and reduce time from purchase of a vehicle to being able to operate the vehicle for business purposes by implementing one-stop shopping and access to all services online and supported by Web Customer Service.							
Electronic Cab Cards	Improve customer service and efficiencies for carriers by enabling electronic cab cards.							
Enforce Scofflaw Statewide	Assist state and counties in the collection of outstanding scofflaw fees by preventing registration until outstanding fees for all counties have been paid.							
Paperless workflow	<ul> <li>Reduce cost and improve efficiency by reducing the movement of paper and replacing paper flow with electronic transactions, especially reduce the paper flow originating from TAC vehicle transfer transactions.</li> <li>Improve customer service and time to issue a title by reducing delays associated with paper processing.</li> </ul>							
Online Self- Service Supply Ordering	<ul> <li>Create a centralized, integrated online ordering system for all TxDMV staff, TACs and subcontractors for all supplies, including pre-addressed window envelopes, secure title stock, plates, stickers, etc. The objectives include:         <ul> <li>Improving services to the stakeholders by providing automated re-ordering capabilities.</li> <li>Improving services to the stakeholders by proving on-line access to order status.</li> <li>Reducing cost by eliminating manual order processing.</li> <li>Reducing cost by reducing inventory levels.</li> </ul> </li> </ul>							
Direct Shipping of Plates, Stickers	<ul> <li>Implement shipping of all plates, stickers and registration receipts directly to the customer from a central location.</li> <li>Eliminate the need for customers to visit a service location (TAC Office or Dealer) to obtain a metal plate, stickers, and registration receipts, regardless of the service location or service channel selected by the customer for registration services.</li> <li>Reduce inventory costs by shipping all plates, stickers and registration receipts from a central location directly to the customer via U.S mail once the registration transaction has been completed. Include all standard issue plates, dealer plates, specialty plates, and souvenir plates. Include replacement plates, stickers and registration cards for situations of loss, theft and mutilation and whenever plate replacement accompanies registration renewals at the TAC's subcontractor locations.</li> <li>Eliminate plate inventories at all locations except Huntsville.</li> <li>Provide customers an option to have plates, stickers and registration receipts mailed to their TAC or dealer instead of to them. However,</li> </ul>							

if a dealer has financed a purchased vehicle, require the plate, sticker and registration receipt to be mailed to the dealer for delivery to the customer.  • Provide customers the option to have plates, stickers and registration cards mailed overnight for an additional fee, passing the expedited fee on to the customer.  • Provide customers the ability to check their order status online or by phone.  Improve efficiencies and reduce workload on TACs by establishing central and automated processing center(s) to process all mail-in and online renewals using mail opening and remittance processing equipment.  Enhanced Technical Infrastructure Help Desk and Support  • Improve service consistency and responsiveness of TxDMV in support of TACs by creating a centralized support function within TxDMV to provide one-stop shopping for assistance with policies, interpretation of State regulations and for hardware and software assistance for TACs, subcontractors, and dealers/DTA Vendors.  • Consider making technical infrastructure support available 24/7 (at least for subcontractors).  • Enhance system availability by eliminating the potential for a "single point of infrastructure failure"  • Improve consistency of services delivered by TxDMV and TACs by implements a single contact phone number for all TxDMV Regional Service Center Representatives to handle all TAC calls; this will improve and ensure consistent response time and improved ability to handle peak workloads.  • Implement skill-based routing to ensure that the most appropriate TxDMV Regional Service Center staff is responding to the request (whether through instant messaging, IVR routing or other mechanism).  • Expand on-line TxDMV registration and titling systems manual with capability for natural language queries.  • Establish a joint team of TACs and TxDMV staff to keep manuals and knowledge base up to date.	Improvement	Summary Description and Main Objectives
sticker and registration receipt to be mailed to the dealer for delivery to the customer.  Provide customers the option to have plates, stickers and registration cards mailed overnight for an additional fee, passing the expedited fee on to the customer.  Provide customers the ability to check their order status online or by phone.  Improve efficiencies and reduce workload on TACs by establishing central and automated processing center(s) to process all mail-in and online renewals using mail opening and remittance processing equipment.  Improve service consistency and responsiveness of TxDMV in support of TACs by creating a centralized support function within TxDMV to provide one-stop shopping for assistance with policies, interpretation of State regulations and for hardware and software assistance for TACs, subcontractors, and dealers/DTA Vendors.  Consider making technical infrastructure support available 24/7 (at least for subcontractors).  Enhance system availability by eliminating the potential for a "single point of infrastructure failure"  Implement Consistent Service Delivery  Implement a single contact phone number for all TxDMV Regional Service Centers and create a virtual pool of TxDMV Regional Service Centers and create a virtual pool of TxDMV Regional Service Center Representatives to handle all TAC calls; this will improve and ensure consistent response time and improved ability to handle peak workloads.  Implement skill-based routing to ensure that the most appropriate TxDMV Regional Service Center staff is responding to the request (whether through instant messaging, IVR routing or other mechanism).  Expand on-line TxDMV registration and titling systems manual with capability for natural language queries.  Expand Service  Improve customer service by deploying web customer self-service at	Initiatives	
Technical Infrastructure Help Desk and Support  Support	Processing of	<ul> <li>sticker and registration receipt to be mailed to the dealer for delivery to the customer.</li> <li>Provide customers the option to have plates, stickers and registration cards mailed overnight for an additional fee, passing the expedited fee on to the customer.</li> <li>Provide customers the ability to check their order status online or by phone.</li> <li>Improve efficiencies and reduce workload on TACs by establishing central and automated processing center(s) to process all mail-in and online renewals using mail opening and remittance processing</li> </ul>
implementing standards, tools, and new processes.  Implement a single contact phone number for all TxDMV Regional Service Centers and create a virtual pool of TxDMV Regional Service Center Representatives to handle all TAC calls; this will improve and ensure consistent response time and improved ability to handle peak workloads.  Implement skill-based routing to ensure that the most appropriate TxDMV Regional Service Center staff is responding to the request (whether through instant messaging, IVR routing or other mechanism).  Expand on-line TxDMV registration and titling systems manual with capability for natural language queries.  Establish a joint team of TACs and TxDMV staff to keep manuals and knowledge base up to date.  Expand Service  Improve customer service by deploying web customer self-service at	Technical Infrastructure Help Desk and	<ul> <li>support of TACs by creating a centralized support function within TxDMV to provide one-stop shopping for assistance with policies, interpretation of State regulations and for hardware and software assistance for TACs, subcontractors, and dealers/DTA Vendors.</li> <li>Consider making technical infrastructure support available 24/7 (at least for subcontractors).</li> <li>Enhance system availability by eliminating the potential for a "single"</li> </ul>
, , , , , ,	Consistent	<ul> <li>implementing standards, tools, and new processes.</li> <li>Implement a single contact phone number for all TxDMV Regional Service Centers and create a virtual pool of TxDMV Regional Service Center Representatives to handle all TAC calls; this will improve and ensure consistent response time and improved ability to handle peak workloads.</li> <li>Implement skill-based routing to ensure that the most appropriate TxDMV Regional Service Center staff is responding to the request (whether through instant messaging, IVR routing or other mechanism).</li> <li>Expand on-line TxDMV registration and titling systems manual with capability for natural language queries.</li> <li>Establish a joint team of TACs and TxDMV staff to keep</li> </ul>
<ul> <li>TACs and additional locations</li> <li>Expand current services at the TACs to include additional functions only provided today by the TxDMV Regional Service Centers</li> <li>Close a large number of TxDMV registration and titling systems and process gaps to improve access to services.</li> </ul>	Expand Service Availability	<ul> <li>Improve customer service by deploying web customer self-service at TACs and additional locations</li> <li>Expand current services at the TACs to include additional functions only provided today by the TxDMV Regional Service Centers</li> <li>Close a large number of TxDMV registration and titling systems and</li> </ul>
Expand Fleet Improve fleet owner customer service by offering fleet registration (same	Expand Fleet	

Improvement Initiatives	Summary Description and Main Objectives
Registration	date renewal) to all fleets and improve plate logo design. Expand the definition of a fleet to include a smaller number of vehicles and include personal as well as commercial vehicles.

### 2.2 Contact Center Infrastructure and Process Improvement

### 2.2.1 Background

Today, customers can contact TxDMV using a 1-800 phone number which directs calls to the central TxDMV Consumer Relations Division (CRD) customer contact center. The TxDMV CRD customer contact center typically responds to questions and conducts follow up research. Customers can also contact one of the 16 TxDMV Regional Service Centers, which typically have some staff dedicated to answering phone calls. The CRD offers a limited number of services. From a customer point of view, there is no single contact point for interacting with TxDMV and depending on the time of the call, the response time varies significantly. In addition, due to technology limitations, customers are occasionally impacted by call center and phone system outages.

The cornerstone of TXDMV future state business processes is centered around customer service and moving toward a model where the customer is the center of all activities. The foundation for the customer-centric model is the enhanced Customer Contact Center.

Key features of this model that support the executive guiding principles are outlined below:

- An enhanced 7x24 customer contact center that can service the customer via phone or though the Internet. The customer contact center will be integrated with MVD, MCD and VTR specialists and allow phone calls or contacts to be transferred to a specialist if required while passing all customer context information (contact information, problems, status of a transaction, past history of the customer) and thus eliminating the need for the customer to repeat information.
- The customer contact center will have overflow capability and may be extended to allow servicing from multiple geographical locations, (e.g. TxDMV Regional Service Centers and TxDMV staff working from home) to allow for increased capacity and responsiveness. It is also envisioned that the enhanced customer contact center infrastructure will provide robustness and fail-over capability to minimize any impact of a local contact center outage.
- In the new model, the majority of customer services can be obtained using enhanced Web customer self-service to allow the customer to request information, obtain permits, transfer vehicle ownership, etc. via the Customer Web Services.
- Many of the TxDMV transactions involve complex forms. Web services will be enhanced to allow customers to obtain the services through simple guided online navigation using decision trees and a knowledge base combined with virtual assistant support.
- The future state also calls for the capability to allow the customer to be supported by TxDMV customer contact representatives with Web chat and also enable collaborative browsing which allows a customer contact representative (or other service staff) to assist the customer with obtaining the needed services.

- The TxDMV vision also calls for a Customer Relationship Management capability which includes the following features:
  - A customer rather than a vehicle-centric view of customer information that provides a complete 360 degree customer view with understanding of the past interactions,
  - The capability to view and search for vehicle information etc. by customer/company name rather than through plate or VIN number only
  - The CRM solution must also include capability to see, retrieve and review all communication/correspondence with a customer
  - The capability to capture contact with customers (including phone or walk-in to the County TACs)
  - The capability to establish and track customer complaints and cases over a period of time
  - The ability to reduce and detect fraud when customers are interacting with multiple County TACs or TxDMV Regional service centers to obtain Title and CCOs and permits; and
  - Minimal hand-offs of transactions between TxDMV business entities and partners.

#### 2.2.2 Business Requirements

#### 2.2.2.1 Functional Requirements

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
			The solution shall allow calls to be routed	
			to alternative locations in case of a	
			location outage – it is planned to extend	
Call			the contact center infrastructure to	High (Critical
Redundancy	CON	1150	TxDMV Regional Service Centers.	for Day 1)
			The solution shall provide intelligent skill-	
			based routing to match the customer	
			needs to the right specialist with in MVD,	High (Critical
Call Routing	CON	1170	ENF,VTR and MCD.	for Day 1)
			The solution shall provide the capability to	
			transfer to a specialist group (MVD, MCD,	
			ENF,VTR) directly if the customer has an	
			ongoing case with a case number or if the	
			need for purchasing a specific product	High (Critical
Call Routing	CON	1165	where expertise is required.	for Day 1)
			The solution shall implement intelligent	
			transfer of a request from the IVR to a	
			specialist based on information captured	
			and maintenance of employee skills	High (Critical
Call Routing	CON	1160	profile.	for Day 1)
			The solution shall provide intelligent call	
			routing with rules that can be modified by	High (Critical
Call Routing	CON	1155	the business staff.	for Day 1)

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
			The solution shall provide seamless	
			hand-off between agents, i.e., the ability	
			to route the phone call with all the context	
Call			information captured through the process	High (Critical
Transfers	CON	1175	to minimize repeat questions and delays.	for Day 1)
			Customer Relationship Management	
			capabilities shall include: Ability to	
			capture customer profile including	
			address, phone numbers, corporate	
			affiliation, corporate structure, vehicle	
			ownerships, violations, vehicle	High (Critical
CRM	CON	1225	information such as restraints.	for Day 1)
			Customer Relationship Management	
			capabilities shall include: the capability to	
			track customer request status and report	
			back to customer (by channel chosen by	High (Critical
CRM	CON	1255	the customer).	for Day 1)
			Customer Relationship Management	
			capabilities shall include: the capability to	
			capture a customer request and based on	
			request type, route the request internally	High (Critical
CRM	CON	1250	or externally for fulfillment.	for Day 1)
			The solution shall provide the capability to	
			capture contact with customers (including	High (Critical
CRM	CON	1185	phone or walk-in to the County TACs).	for Day 1)
			Customer Relationship Management	
			capabilities shall include the ability to	
			integrate with Web Customer Service for	High (Critical
CRM	CON	1245	capturing forms and forms status.	for Day 1)
			Customer Relationship Management	
			capabilities shall include the ability to	
			provide workflow to route customer	
			requests for approval or specialist	
			treatment. For example, if a customer	
			request needs to be investigated, the	
			system shall provide the ability to route to	High (Critical
CRM	CON	1240	a subject matter expert.	for Day 1)
			Customer Relationship Management	
			capabilities shall include the capability to	
			set up milestones for a customer requests	High (Critical
CRM	CON	1235	and report on progress.	for Day 1)
			Customer Relationship Management	
			capabilities shall include: ability to	
			provide visibility to case information to all	
			empowered entities (e.g., TxDMV staff,	
			TxDMV Regional Service Center staff,	High (Critical
CRM	CON	1230	Law Enforcement, etc.).	for Day 1)

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
			Customer Relationship Management	
			capabilities shall include: The capability	
			to issue tracking number /case number	Librate (Onitional
CDM	CON	4045	for long running cases and use tracking	High (Critical
CRM	CON	1215	number for future routing.	for Day 1)
			Customer Relationship Management capabilities shall include: The ability to	
			create a customer case and manage the	
			complete case history and link it to:	
			Unique customer identity, License plate,	
			VIN, Document number, Case number,	High (Critical
CRM	CON	1210	etc.	for Day 1)
			The solution shall provide the ability to	
			record conversations or keystrokes from	
			any channel of interactions (phone call,	High (Critical
CRM	CON	1205	Web chat, etc.).	for Day 1)
			The solution shall capture the customer	,
			reason or calling and contact information	
			manually or via IVR using decision trees	
			to ensure that the most appropriate	
			contact center agent or specialist is	High (Critical
CRM	CON	1200	selected to service the call.	for Day 1)
			The solution shall provide contact center	
			agents the ability to view all interactions	
			between customer and TxDMV and	High (Critical
CRM	CON	1190	capture all contacts and communication.	for Day 1)
			The customer relationship management	
			solution shall include the capability to see,	
			retrieve and review all communication/correspondence with a	High (Critical
CRM	CON	1180	customer.	for Day 1)
CIXIVI	CON	1100	Customer Relationship Management	101 Day 1)
			capabilities shall include: Capability to	
			search by name, plate, VIN, PIN or case	High (Critical
CRM	CON	1220	number.	for Day 1)
			The solution shall provide the capability to	,
			establish a case and track case resolution	High (Critical
CRM	CON	1195	through to completion.	for Day 1)
			Customer Relationship Management	-
			capabilities shall include a customer	
			centric database to allow searching for	
			customer and vehicle information by	
Customer			name, address, driver license number,	High (Critical
Centric Data	CON	1260	etc.	for Day 1)

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
			Customer Relationship Management	
			capabilities shall include the capability to	
			view a customer's relationship to TxDMV	
			from single point of view, e.g., all vehicles	
			owned/registered, disabled placards	
Customer			issued registration status, scofflaw	High (Critical
Centric Data	CON	1265	violations.	for Day 1)
			The solution shall provide the ability to	
			track and survey customer interactions on	
			all channels (e.g., phone, IVR, email or	
			Web) and report on the service levels	
Customer			received. The solution shall provide the	
Experience	001	4070	capability to track and report on customer	High (Critical
Tracking	CON	1270	experience.	for Day 1)
			Customer Relationship Management	
			capabilities shall include the ability to	
			provide online status on progress	
Customer			reporting to the customers through	
Status			multiple channels, e.g., allowing a customer to inquire about status of case	High (Critical
Reporting	CON	1275	using the web or IVR.	for Day 1)
Reporting	CON	1275	The solution shall provide the capability to	101 Day 1)
			view and search for vehicle information	
			etc. by customer/company name in	
Customer-			addition to search through plate or VIN	High (Critical
Centric	CON	1285	number.	for Day 1)
			The solution shall provide a customer-	
			centric (in addition to the current vehicle-	
			centric) view of customer information that	
Customer-			provides a complete understanding of the	High (Critical
Centric	CON	1280	past customer interactions with TxDMV.	for Day 1)
			The solution shall allow the	
			implementation of fraud detection rules to	
Fraud			assist in detecting fraud by capturing	
Detection			repeat interaction with TAC staff to obtain	High (Critical
Rules	CON	1290	CCOs, titles and permits.	for Day 1)
Integration of			The solution shall provide the capability to	
Relevant			view all customer communication and	
Customer	001	400-	interaction from a single location, rather	High (Critical
Data	CON	1295	than searching multiple systems.	for Day 1)
			The solution shall include IVR scripts to	
			allow for customer self-service for: Status	Himb (Onition)
IV/D	CON	4000	request on all transaction in process (e.g,	High (Critical
IVR	CON	1300	status of title, CCO, permit, etc.)	for Day 1)
			The solution shall include IVR scripts to	High (Critical
IV/D	CON	1205	allow for customer self-service for:	High (Critical
IVR	CON	1305	Requests for information and packets	for Day 1)

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
			The solution shall include IVR scripts to	
			allow for customer self-service for:	High (Critical
IVR	CON	1310	Requests for tile history	for Day 1)
			The solution shall enable the customer	, ,
			contact center to have overflow capability	
			that may be extended to allow servicing	
			from multiple geographical locations, (e.g.	
Overflow			TxDMV Regional Service Centers and	High (Critical
Capability	CON	1315	TxDMV staff working from home).	for Day 1)
. ,			The solution shall ensure that a	,
			centralized contact center for TxDMV is	
Point of			the primary and first point of contact for all	High (Critical
Contact	CON	1320	calls.	for Day 1)
Replacement	00.1			10. 20, 1,
of stand-			The solution shall replace stand-alone	
alone			customer correspondence and tracking	High (Critical
systems	CON	1325	systems (MS ACCESS).	for Day 1)
Cyclonic	0011	1020	The solution shall implement virtual	101 Bay 1)
			queuing to minimize telecommunication	
Virtual			cost, customer waiting and call	High (Critical
Queuing	CON	1330	abandonment rates.	for Day 1)
Queung	0011	1000	Workforce Management capability shall	101 Day 1)
			include the ability to maintain	
			communications among employees	
			keeping them informed and prepared to	
Workforce			respond to changes, such as requests for	High (Critical
Management	CON	1365	overtime.	for Day 1)
Management	0011	1000	Workforce Management capability shall	101 Bay 1)
			include the ability for agents to book	
			vacations, swap or bid for shifts and enter	
Workforce			their preferences through their individual	High (Critical
Management	CON	1370	desktop or central workstation.	for Day 1)
managomone	00.1	10.0	Workforce Management capability shall	101 Day 17
			include the capability to manage staff	
			across multiple sites (e.g., Regional	
Workforce			Service Centers) using virtual queues and	High (Critical
Management	CON	1360	workload balancing.	for Day 1)
			Workforce Management capability shall	/
			include the ability to support the	
Workforce			forecasting and scheduling needs of a	High (Critical
Management	CON	1355	multi-skilled agent workforce.	for Day 1)
<u> </u>			Workforce Management capability shall	, ,
			include Multi-Channel Forecasting. That	
			is, the ability to forecast and schedule	
			within a multichannel contact center	
			handling phone, e-mail, fax, mail, Web	
Workforce			callback or chat sessions, and even	High (Critical
Management	CON	1350	administrative work base	for Day 1)
Managomont		1000	danimionanyo work base	101 Day 1)

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
			Workforce Management capability shall	
			include Employee Management. That is,	
			a central hub for all Contact	
			Center/Regional Service agent employee	
			administration needs from the addition of	
Workforce			new employees and associated record	High (Critical
Management	CON	1345	fields to skills adjustments.	for Day 1)
			Workforce Management capability shall	
			include Employee/Agent Forecasting.	
			That is, the ability to calculate and model	
			future interaction volumes and types	
			based on ACD and other available data	
Workforce			sources, such as e-mail. Requires	High (Critical
Management	CON	1340	flexibility over timeframes	for Day 1)
			Workforce Management capability shall	
			include the ability to score and measure	
			agent performance against standard	
Workforce			templates or rules and identify	High (Critical
Management	CON	1335	inconsistent behavior.	for Day 1)
			Workforce Management capability shall	
			include ability to monitor and adjust	
			schedules on the same day through	
			overtime or voluntary-off time by re-	
Workforce			forecasting based on actual interaction	High (Critical
Management	CON	1375	volumes to meet service levels.	for Day 1)

# 2.2.2.2 Non-Functional Requirements

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
			The solution shall include a call center	
			telephony infrastructure including PBX,	
			ACD, IVR and voice data integration	
			capabilities at the central call center and	
			across the TxDMV Regional Service	High (Critical
Architecture	CON	1380	Centers.	for Day 1)
			The solution shall provide the	
			infrastructure for an enhanced 7x24	
			customer contact center that can service	
			the customer via phone or though the	
			Internet. The customer contact center	
			shall provide integration with MVD, MCD,	High (Critical
Architecture	CON	1385	ENF and VTR specialists.	for Day 1)

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
			Workforce Management capability shall	
			include Data Integration, i.e., support for	
			out-of-the-box integration to associated	
			technologies, such as automatic call	
			distribution (ACD) and human resource	High (Critical
Architecture	CON	1390	management system (HRMS).	for Day 1)
			The solution shall provide infrastructure	High (Critical
Architecture	CON	1395	resilience and distributed capabilities.	for Day 1)
			The solution shall implement a call center	
			infrastructure that allows the extension of	
Facilitate			the central contact center to remote	
decentralized			locations including 16 TxDMV Regional	
contact			Service Centers and to TAC offices (if so	
center			desired) and to workers in remote sites	High (Critical
staffing	CON	1400	and at home.	for Day 1)
			The solution shall provide robustness and	
Fail-Over			fail-over capability to minimize any impact	High (Critical
Capability	CON	1405	of a local contact center outage.	for Day 1)
			The solution shall implement contact	
			center infrastructure necessary to handle	High (Critical
Infrastructure	CON	1410	all calls to TxDMV.	for Day 1)

# 2.2.2.3 Data Requirements

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
			The solution shall capture the Percent of	
			questions answered correctly relying on	
			the knowledgebase without involvement	
			with a contact center or TxDMV Regional	
			Service Center representative Target:	High (Critical
Metrics	CON	1125	85%	for Day 1)
			The solution shall track standard call	
			center metrics (call holding time, call	High (Critical
Metrics	CON	1090	processing time, abandoned calls, etc.)	for Day 1)
			The workforce management capability	
			shall include the capability to track	
			performance and service levels by agent,	
			by workgroup (multiple agents), etc. Note,	
			this capability must extend beyond basic	
			call center service measures to include	High (Critical
Metrics	CON	1145	quality measures.	for Day 1)
			The solution shall monitor performance,	
			forecast and plan contact center staffing	
			to achieve specific service levels that can	High (Critical
Metrics	CON	1140	be customized.	for Day 1)

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
			The solution shall monitor service levels	
			and performance objectives for all	
			transactions to be processed by the	
			contact center and downstream specialist	
			groups including agreements on	High (Critical
Metrics	CON	1135	expectations when transferring a call.	for Day 1)
			The solution shall capture the number of	
			call transfers completed by utilizing the	High (Critical
Metrics	CON	1130	skill based routing functionality.	for Day 1)
			The solution shall track the contact center	
			agent hours availability and track hours	
			that are unproductive due to contact	High (Critical
Metrics	CON	1095	center infrastructure outages.	for Day 1)
			The solution shall track the time it takes to	High (Critical
Metrics	CON	1115	resolve customer issues.	for Day 1)
			The solution shall track customer wait	
			time and cost of long distance calls	
			through virtual queuing (automatic call	
			back when customer reaches front of	High (Critical
Metrics	CON	1110	queue – No loss of queuing position).	for Day 1)
			The solution shall track total time to	High (Critical
Metrics	CON	1105	resolve calls by type of transaction	for Day 1)
			The solution shall track calls resolved at	
			first point of contact by type of	High (Critical
Metrics	CON	1100	transaction/services required.	for Day 1)
			The solution shall track responsiveness to	
			requests for information and services	High (Critical
Metrics	CON	1120	enterprise-wide.	for Day 1)

### 2.2.3 Cross-Reference to Future State Use Cases

Primary Actor	Full Use Case Name
TxDMV Staff	ADMIN-1078 Report Performance Metrics
Customer	CRD-1080 Contact TxDMV
Customer	CRD-1092 Obtain Web Customer Support
TxDMV CR Staff	CRD-1095 Track Complaints and Compliments
Customer	CRD-1100 Obtain MVD/ENF (Motor Vehicle Division/Enforcement) Packet
Motoring Public	CRD-1105 Obtain a Duplicate Registration (Out of State)
Customer	CRD-1115 Resolve Toll Authority Dispute
TxDMV CR Staff	CRD-1150 Conduct Customer Satisfaction Survey
TxDMV Staff	CRD-1155 Ask a Question through "Ask Reggie"
TxDMV CR Staff	CRD-1160 Update and Manage the Knowledge Repository
Insurance Company	MCD-1205 Set up an insurance company account
Motor Carrier	MCD-1210 Obtain Texas Intrastate Operating Authority (TxDMV Number)
Passenger Carrier	MCD-1215 Obtain Operating Authority (TxDMV Number) for Passenger
	Carrier
Motor Carrier	MCD-1220 Renew Motor Carrier TxDMV Number
Motor Carrier	MCD-1225 Manage Motor Carrier System Account

Primary Actor	Full Use Case Name
Insurance Company	MCD-1230 Report Insurance Renewals and Reinstatements for Motor
, ,	Carriers
Motor Carrier	MCD-1240 Reinstate TxDMV Number after a Lapse in Insurance
Law Enforcement	MCD-1245 Request the Revocation of a TxDMV Number
Motor Carrier	MCD-1250 Cancel a TxDMV Number
Law Enforcement	MCD-1255 Verify Motor Carrier Information
Customer	MCD-1260 Inquire Into a Motor Carrier
Motor Carrier	MCD-1270 Apply for UCR (Unified Carrier Registration)
Motor Carrier	MCD-1275 Renew Unified Carrier Registration (UCR)
Motor Carrier	MCD-1300 Deactivate USDOT Number
Motor Carrier	MCD-1305 Obtain a USDOT Number
Motor Carrier	MCD-1310 Open an Apportioned Account
TxDMV IRP Staff	MCD-1330 Process a Refund for an Apportioned Account
Law Enforcement	MCD-1340 Perform a Record Inquiry on an Apportioned Account
Fleet Registrant	MCD-1365 Apply for fleet registration
Fleet Registrant	MCD-1370 Renew Fleet Registrations
Fleet Registrant	MCD-1380 Apply for Token Fleet Registration
Fleet Registrant	MCD-1385 Provide Annual Proof of Payment of Heavy Vehicle Use Tax
	<u>for Fleets</u>
Dealer	MVD-1415 Apply for License
Dealer	MVD-1425 Renew License
Dealer	MVD-1430 Amend License
Protestant	MVD-1460 Protest a Dealer License Application
Vehicle Owner	VTR-1470 Apply for Texas Certificate of Title and Registration
Dealer	VTR-1475 Submit Dealer Title Transactions
Mechanic	VTR-1485 Obtain Mechanic/Storage Lien
Vehicle Owner	VTR-1500 Process Title Correction
Vehicle Owner	VTR-1505 Process Motor Vehicle Transfer Notification
Motoring Public	VTR-1525 Change Address
Motoring Public	
	VTR-1540 Transfer Specialty Plate to Another Vehicle
Motoring Public	VTR-1545 Replace Lost, Stolen, Mutilated Plate/Sticker
Motoring Public	VTR-1550 Order Specialty Plates
County TAC Staff	VTR-1560 Order Supplies
Customer	VTR-1565 Obtain Disabled Parking Placard/Plate
Motor Carrier	VTR-1570 Obtain Nonresident Agricultural Permit
Dealer/County Subcontractor	VTR-1580 Order Dealer/Subcontractor Equipment and Setup
Motor Carrier	VTR-1585 Obtain Token Trailer Plate
Vehicle Owner	VTR-1590 Obtain Vehicle Transfer Permit
Vehicle Owner	VTR-1595 Register Non-Titled Trailer
Salvage Dealer	VTR-1600 Process Surrendered Junk/Salvage Titles
Vehicle Owner	VTR-1610 Apply for Certified Copy of Original Title (CCO)
Dealer	VTR-1625 Request Certified Dealer Reassign/POA Forms
Law Enforcement	VTR-1630 Request Auction Receipts
TxDMV VDM Staff	VTR-1635 Distribute VTR Error Report
Motor Carrier	VTR-1650 Obtain Annual NAFTA Permit
Motor Carrier	VTR-1655 Renew Annual NAFTA Permit
Motor Carrier	VTR-1660 Obtain Weight Increase for NAFTA Trailer
Motor Carrier	VTR-1665 Obtain Replacement of NAFTA Permit Plate
Exporter	VTR-1675 Process Export Only Sales
Motoring Public	VTR-1740 Obtain Duplicate Registration Receipt
Motoring Public	VTR-1745 Obtain Time Permits
Insurance Company	VTR-1825 Report Owner Retained Salvage or Non-Repairable Vehicle
Motoring Public	VTR-1835 Apply for Owner Retained Salvage/Non-Repairable Title

Primary Actor	Full Use Case Name
County TAC	VTR-1845 Update Scofflaw Entries
Customer	VTR-1855 Obtain Certificate of Authority for Abandoned Vehicle
Insurance Company	VTR-1860 Obtain Certificate of Authority for Insurance Company to
	<u>Dispose of Vehicle</u>
Storage Owner	VTR-1865 Obtain Certificate of Authority (COA) for Tow Truck or Storage
Customer	VTR-1880 Research Title History
Motoring Public	VTR-1920 Correct Specialty License Plate Registration Errors

## 2.3 Online Self-Service Capabilities for Motoring Public

#### 2.3.1 Background

In today's TxDMV business model, the majority of customers are serviced via the County Tax Assessor-Collectors (TACs), the TxDMV Regional Service Centers and through County TAC subcontractors. Customers are serviced mainly through walk-in and mail channels. In the current service model, certain transactions and services are available only through the County TAC and others only though the TxDMV Regional Service Centers. The current service model results in customer frustration and additional customer expense by requiring the customer to travel to various locations (for some transactions) in order to complete a transaction. A very limited amount of services including registration renewals, address change and vehicle transfer notification are available through the Internet and through TxDMV customer contact centers. The current business model is paper-centric and significant inefficiencies are caused by the need to move paper transactions and forms through the organization.

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- A key feature of the TxDMV future vision is the ability to track and survey customer interactions on all channels (e.g., phone, IVR, email or Web) and report on the service levels received. These capabilities will allow TxDMV management and executive staff to track and report on customer experience by channel, by transaction type, by location, by service staff and to constantly improve the approach to servicing the customers.
- In the future state, customer Web service works together with integrated access to the customer contact center and can be used as a model for expanding access to TxDMV services by deploying kiosks or laptops to allow services to be provided in new and existing locations (e.g., TxDMV Headquarters, TxDMV Regional Service Centers, TxDMV business partners, etc.).
- Another key feature of the future state business processes is the ability to proactively keep TxDMV customers abreast of status and required actions through notifications via the Web, email, messaging or phone depending on the customers' preference.

#### 2.3.2 Business Requirements

#### 2.3.2.1 Functional Requirements

Requirement Topic	Prefix	Nbr	Requirement Text	Requirement Priority
			For transactions that require special permits printed on special paper, the	
Automated			solution shall initiate a business workflow	High (Critical
Workflow	oss	3280	to fulfill transactions in an automated	for Day 1)

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
			fashion.	
			The colution of all constant and a for all	
			The solution shall create barcodes for all	
			online transactions for use in indexing supporting documents submitted	High (Critical
Barcodes	oss	3285	electronically.	for Day 1)
Barocaco	000	0200	The solution shall include edits to enforce	101 Day 1)
Data			the statutory requirements for obtaining	High (Critical
Validation	oss	3290	TxDMV products.	for Day 1)
			The solution shall have the capability to	, ,
			charge customers a premium for	
Fee			renewing in person; provide discounts for	High (Critical
Calculations	oss	3295	online transactions.	for Day 1)
Fee			The solution shall allow customers to pay	High (Critical
Payments	OSS	3300	fees on-line.	for Day 1)
			The solution shall have the capability for	
_			customers to use multiple payment	
Fee	000	0005	options (e.g., credit cards, debit cards, e-	High (Critical
Payments	OSS	3305	checks, etc.).	for Day 1)
			The solution shall prevent the issuance of	
			multiple products to the same customer (e.g., no more than three time permits, no	
			more than two disabled parking placards,	
			no more than one CCO within a specified	
Fraud			period of time), and shall track the	High (Critical
Prevention	oss	3310	number of plates issued.	for Day 1)
			The solution shall provide enhanced	,
			verification and checking for transactions	
			that require this identification. The	
			solution shall support multiple	
			identification elements (e.g., Driver	
Identity	000	0045	license must be verified against DPS	High (Critical
Verification	OSS	3315	driver license database,	for Day 1)
			For applications involving title changes, the solution shall allow a customer to	
			initiate an actual conversation with the	
			contact center staff (or physically visit a	
			TAC) to verify additional information	
Identity			required to determine the identity of the	High (Critical
Verification	oss	3320	customer	for Day 1)
			The solution shall provide Knowledge	- ,
			Management capabilities including: A	
Knowledge			knowledge repository or database that	High (Critical
Management	OSS	3330	contains relevant TxDMV information.	for Day 1)

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
-			The solution shall provide Knowledge	
Knowledge			Management capabilities including:	High (Critical
Management	oss	3360	Links to title and registration manuals.	for Day 1)
			The solution shall provide Knowledge	
			Management capabilities including: the	
			ability to provide/suggest information on	
Knowledge			things they should have asked but didn't	High (Critical
Management	OSS	3380	(what do I need to be a dealer?).	for Day 1)
			The solution shall provide Knowledge	
			Management capabilities including: the	
Knowledge			capability to capture feedback as to the	High (Critical
Management	oss	3375	quality of the answer.	for Day 1)
			The solution shall provide Knowledge	
			Management capabilities including: a	
			Knowledge base search-able by natural	
Knowledge			language, allowing key words and topic	High (Critical
Management	OSS	3370	areas.	for Day 1)
			The solution shall provide Knowledge	
			Management capabilities including: An	
			administration mechanism to capture or	
IZ I. I			update the knowledge, whether by a	LEST (ORIGINAL
Knowledge	000	0005	dedicated group or by a social	High (Critical
Management	OSS	3365	community.	for Day 1)
			The solution shall provide Knowledge	
			Management capabilities including: A	
Knowlodgo			Web front or presentation layer through which the information or the results of the	High (Critical
Knowledge Management	oss	3350	search will be displayed.	for Day 1)
Management	033	3330	The solution shall provide Knowledge	101 Day 1)
			Management capabilities including: A	
			search engine that is capable of	
Knowledge			obtaining and looking for relevant	High (Critical
Management	oss	3345	keywords.	for Day 1)
a.iagoinont		55.10	The solution shall provide Knowledge	.5. 20, 1,
			Management capabilities including: the	
			ability to manage exceptions based on	
Knowledge			regional/county variations (geographically	Low (Nice To
Management	oss	3325	context sensitive).	Have)
			The solution shall implement a	·
			knowledge management system that	
			provides a widely accessible knowledge	
			repository than can support the Web	
			Customer Service transactions and	
Knowledge			virtual assistants to accomplish the	High (Critical
Management	OSS	3335	targeted web self service transaction.	for Day 1)
			The solution shall provide the capability	
Knowledge			to capture questions and answers and	High (Critical
Management	OSS	3340	customer rating of the answers to	for Day 1)

Requirement	5 "			Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
			consistently update the knowledge base.	
			The solution shall provide Knowledge Management capabilities including:	
Knowledge Management	oss	3355	legislative requirements and transportation code.	High (Critical for Day 1)
			The solution shall provide Knowledge	, ,
Knowledge			Management administration capabilities	
Management			including: ability to prioritize	High (Critical
Administration	OSS	3405	information and rank responses.	for Day 1)
Knowledge Management			The solution shall provide Knowledge Management administration capabilities including: Workflow functionality needed	High (Critical
Administration	oss	3435	to implement approvals/etc.	for Day 1)
Knowledge Management			The solution shall provide Knowledge Management administration capabilities including: Ability to capture who the experts are within the agency for follow up and approval (Have employee profiles	High (Critical
Administration	oss	3430	for skills).	for Day 1)
Knowledge Management Administration	oss	3425	The solution shall provide Knowledge Management administration capabilities including: ability to implement customized ranking, triaging.	High (Critical for Day 1)
Knowledge Management Administration	OSS	3420	The solution shall provide Knowledge Management administration capabilities including: ability to flag items coming up for change – for future legislation coming online.	High (Critical for Day 1)
Knowledge Management Administration	oss	3410	The solution shall provide Knowledge Management administration capabilities including: ability to flag items for re- review.	High (Critical for Day 1)
Knowledge Management			The solution shall provide Knowledge Management administration capabilities including: Approval process for deciding if something goes into the knowledge database (avoid misrepresentation). Should it be put in,	High (Critical
Administration	OSS	3400	yes or no?	for Day 1)
Knowledge Management			The solution shall provide Knowledge Management administration capabilities including: Ability to create workflow of new issues, questions and answers for formal publication and release into the	High (Critical
Administration	oss	3395	knowledgebase.	for Day 1)

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
ТОРІО	TICIIX	1461	The solution shall provide Knowledge	THORKY
Knowledge			Management administration capabilities	
Management			including: Ability for staff to submit	High (Critical
Administration	oss	3390	updates and best practices.	for Day 1)
Administration	000	3330	The solution shall provide Knowledge	101 Day 1)
			Management administration capabilities	
			including: Capability to create domains	
			for authorized staff to update TXDMV	
Knowledge			content and best practices – probably by	
Management			area such as MVD, MCD, Enforcement,	High (Critical
Administration	oss	3385	VTR, etc.	for Day 1)
7 diffilliotration	000	0000	The solution shall provide Knowledge	Tor Bay 1)
			Management administration capabilities	
Knowledge			including: ability to flag items for	
Management			legislative agenda or rule-making	High (Critical
Administration	oss	3415	agenda.	for Day 1)
7 diffilliotration	000	0410	The solution shall include guided online	Tor Bay 1)
			navigation for to allow customers to	
			obtain TxDMV services using decision	
			trees and a knowledge base combined	High (Critical
Navigation	oss	3440	with virtual assistant support.	for Day 1)
Havigation	000	0110	The solution shall utilize NSF indicators	Tor Bay 1)
			on records in TxDMV registration and	
NSF			titling systems to stop online transactions	High (Critical
Processing	oss	3445	until the uncollected fees have been paid.	for Day 1)
Online		00	The solution shall have the capability for	10. 20, 1,
submission of			customers to attach scanned documents	
scanned			to their online transactions to facilitate	High (Critical
documents	oss	3450	submission of requisite documentation.	for Day 1)
			The solution shall have the capability for	, ,
			customers to print receipts and/or	
			TxDMV permits, etc. on their local	High (Critical
Printing	oss	3455	printers.	for Day 1)
. 3			The solution shall provide the capability	, ,
			for a customer to save the information	
Saved			and complete a transaction at a later	High (Critical
Transactions	oss	3460	time.	for Day 1)
			The solution shall allow a customer to	, ,
			initiate a chat or person-to-person live	
			call based and to route session in	
Self Service			progress to a specialist based on agent	High (Critical
Support	oss	3500	profile/skill set.	for Day 1)
			The solution shall have the ability to	- ,
			detect customer struggle or potential for	
			not understanding the form or question	
			and suggest alternate modes for	
Self Service			assistance (Web chat or Web person-to-	High (Critical
Support	oss	3505	person transfer).	for Day 1)

Requirement	<b>5</b> "			Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
Self Service			The solution shall include the capability to initiate a live conversation with a call	High (Critical
Support	oss	3495	center agent.	High (Critical for Day 1)
оирроп	000	3433	The solution shall enable a contact	Tor Day 1)
			center agent to be able to support the	
			customer, regardless of whether the	
			customer is on a website, on a mobile	
			device, or in a vehicle. This means that	
			(a) the agent must be able to see what	
			the customer sees, (b) the agent must	
			know the path that the customer has	
			taken before the voice conversation	
			takes place (that is, knows the	
			communication context of the	
			interaction), and (c) the agent must have	
			the tools to solve the customer's problem or address his or her issue from any	
			location (including call center, TxDMV	
Self Service			Regional Service Center, third party	High (Critical
Support	oss	3490	location or from a home).	for Day 1)
- ' '			The solution shall provide the following	, ,
Self Service			communication option: Speech to	High (Critical
Support	oss	3485	speech.	for Day 1)
			The solution shall provide the following	
Self Service			communication option: Text-to-text	High (Critical
Support	OSS	3480	communication (web chat).	for Day 1)
			The solution shall support collaborative	
			browsing between customer and call	
Self Service			center/specialist staff in support of forms completion and shopping, (e.g. specialty	High (Critical
Support	oss	3475	license plates).	for Day 1)
		00	The solution shall provide the following	13. 20, 1)
Self Service			communication option: Speech to text	Low (Nice To
Support	oss	3470	(for hands free operation).	Have)
			The solution shall provide the following	
			communication option: Text-to speech	
			(Web chat typed but spoken back at the	
			othe end maybe - helpful for people how	
Self Service	000	0.40-	may be visually impaired or using other	Low (Nice To
Support	oss	3465	type of device).	Have)
			The solution shall integrate self-service transactions with the contact center to	
			ensure that web chat and live chat is	
Self Service			routed to an agent with the appropriate	High (Critical
Support	oss	3510	skills set and availability.	for Day 1)
Sapport	1000	3010	orano oot ana avanabinty.	

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
			The solution shall allow the customer to	
			be supported by TxDMV customer	
			contact representatives with Web chat	
			and also enable collaborative browsing	
			which allows a customer contact	
Self-Service			representative (or other service staff) to	High (Critical
Support	OSS	3585	assist the customer with obtain	for Day 1)
			The solution shall provide enhanced Web	
			customer self-service to allow the	
			customers to request information, obtain	
Self-Service			permits, transfer vehicle ownership, etc.	High (Critical
Support	oss	3580	via the Customer Web Services.	for Day 1)
			The solution shall provide a Virtual	
			Assistant that provides support for the	
			customer tasks and eliminates the need	
			for the customer to understand complex	
Self-Service			forms processing (e.g., support a Turbo-	High (Critical
Support	OSS	3575	Tax" conversational model).	for Day 1)
			The solution shall provide a capability for	
Self-Service			virtual assistant to respond to questions	High (Critical
Support	oss	3570	in natural language.	for Day 1)
			The solution shall provide customers with	
			access to Virtual Assistants with	
			knowledge based support to complete at	
Self-Service			a minimum 85% of all self-service	High (Critical
Support	OSS	3565	transactions without agent intervention.	for Day 1)
			The solution shall support routing to call	
Self-Service			center agent, TxDMV Regional Service	High (Critical
Support	OSS	3550	Center specials and/or TAC specialist.	for Day 1)
			The solution shall be able to transfer of	
			session/call/case to a specialist including	
			the complete content (as discussed	
			above) based on skills based routing	
Self-Service			(i.e., the capability to match the	High (Critical
Support	OSS	3555	issue/case to specialist profile).	for Day 1)
0 11 0			The solution shall enable regular calls	
Self-Service			and web-chat calls to be serviced at the	High (Critical
Support	OSS	3540	contact center.	for Day 1)
			The solution shall implement Online	
0.1(.0			collaborative browsing (allow a call	11:1:40:22
Self-Service	000	0505	center agent to view the screen of the	High (Critical
Support	OSS	3535	customer and also assit with navigation).	for Day 1)
			The solution shall incorporate web	
0 1/ 0			customer self-service to allow the	
Self-Service	000	0755	Motoring public to conduct business	High (Critical
Support	OSS	3530	online from anywhere and anytime.	for Day 1)

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
Торіс	TICHA	1461	The solution shall include multi-channel	Triority
			support including capability for customers	
			who initiate a transaction on the Web to	
			interact and get support from contact	
Self-Service			center agents through Web chat and live	High (Critical
Support	oss	3525	communication.	for Day 1)
Self-Service	033	3323	The solution shall include knowledge-	High (Critical
Support	oss	3520	based customer Web services.	for Day 1)
Support	033	3320	The solution shall enable online Web	101 Day 1)
			self-service for the motoring public using	
Self-Service			knowledge-based virtual assistant, web	High (Critical
	oss	3515	chat, and collaborative browsing.	for Day 1)
Support	033	3313		101 Day 1)
Calf Camilian			The solution shall have the capability to	High (Critical
Self-Service	000	2545	route the call to a specialist based on the	High (Critical
Support	OSS	3545	context and agent skills profile.	for Day 1)
			The solution shall provide web Customer	
			Service for self-service transactions	
			involving forms processing that are rules	
0.1(.0			driven and only prompt for information	11:1-(0:::::::::::::::::::::::::::::::::
Self-Service	000	0500	that is needed depending on the context	High (Critical
Support	OSS	3560	(similar to online tax filing systems).	for Day 1)
			The solution shall include the capability	
			to issue "temporary authorization" for	
			online transactions where the final	
_			product has to be mailed to the customer	
Temporary	000		(e.g., request for a disabled parking	High (Critical
Authorization	OSS	3590	placard or plate).	for Day 1)
			The solution shall implement web	
			customer self-service for the following	
			transaction: Request Duplicate Time	High (Critical
Transactions	OSS	3655	Permit/Receipt	for Day 1)
			The solution shall implement web	
			customer self-service for the following	
			transaction: Request for Disabled	High (Critical
Transactions	OSS	3665	Parking Placard/Plates	for Day 1)
			The solution shall implement web	
			customer self-service for the following	<del>.</del>
		_	transaction: Request for Certified Copy	High (Critical
Transactions	OSS	3670	of Original Title	for Day 1)
			The solution shall implement web	
			customer self-service for the following	
			transaction: Request to Register Non-	High (Critical
Transactions	OSS	3675	titled Trailer	for Day 1)
			The solution shall implement web	
			customer self-service for the following	
			transaction: Request for Registration	High (Critical
Transactions	OSS	3645	Refund	for Day 1)

Deguinement				Degwiyewant
Requirement	Prefix	Nbr	Deguirement Toyt	Requirement
Topic	Prefix	NDI	Requirement Text	Priority
			The solution shall implement web	
			customer self-service for the following	High (Critical
Transactions	oss	3685	transaction: Request for Credit Fee Voucher	High (Critical for Day 1)
Transactions	033	3000	The solution shall implement web	101 Day 1)
			customer self-service for the following	High (Critical
Transactions	oss	3650	transaction: Request for Time Permit	for Day 1)
Transactions	000	3030	The solution shall implement web	101 Day 1)
			customer self-service for the following	High (Critical
Transactions	oss	3680	transaction: Request for a Title History	for Day 1)
Transactions	000	0000	The solution shall implement web	101 Day 17
			customer self-service for the following	
			transaction: Request to Replace Lost,	High (Critical
Transactions	oss	3635	Stolen, Mutilated Plate/Sticker	for Day 1)
			The solution shall implement web	10. 20, 1,
			customer self-service for the following	
			transaction: Request for Duplicate	High (Critical
Transactions	oss	3630	Registration Receipt	for Day 1)
			The solution shall implement web	,
			customer self-service for the following	
			transaction: Request to Transfer	High (Critical
Transactions	oss	3625	Specialty Plates	for Day 1)
			The solution shall implement web	
			customer self-service for the following	High (Critical
Transactions	oss	3620	transaction: Notification to Lien Release	for Day 1)
			The solution shall implement web	
			customer self-service for the following	
			transaction: Submit Motor Vehicle	High (Critical
Transactions	OSS	3615	Transfer Notification	for Day 1)
			The solution shall implement web	
			customer self-service for the following	
			transaction: Request for Title	High (Critical
Transactions	OSS	3610	Corrections	for Day 1)
			The solution shall implement web	
			customer self-service for the following	
Turnerations	000	0005	transaction: Request for Mechanics and	High (Critical
Transactions	OSS	3605	Storage Lien	for Day 1)
			The solution shall implement web	
			customer self-service for the following	High (Critical
Transactions	OSS	3600	transaction: Request for RPO and Non- titled Letter	High (Critical for Day 1)
11011300110113	000	3000	The solution shall implement web	101 Day 1)
			customer self-service for the following	High (Critical
Transactions	oss	3595	transaction: Request for a Bonded Title	for Day 1)
Tansacions	000	0000	The solution shall implement web	101 Day 1)
			customer self-service for the following	
			transaction: Request to Modify	High (Critical
Transactions	oss	3640	Registration Record for Weight Change	for Day 1)
		20.0	1	

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
			The solution shall implement web	
			customer self-service for the following	
			transaction: Request to Obtain Vehicle	High (Critical
Transactions	OSS	3660	Transfer Permit	for Day 1)
			The solution shall ensure that all	
			transactions at least initiate a pending	
			transaction record in real time that is	
			immediately visible to all customer	High (Critical
Visibility	OSS	3690	service participants and law enforcement.	for Day 1)
			For transactions that require extensive	
			processing in the background, the	
			solution shall enable the customer to	
			check the status of the transaction on-	
			line using a transaction identifier (and	High (Critical
Visibility	OSS	3705	other identification required).	for Day 1)
			The solution shall enable TxDMV	
			customers to be kept abreast of status	
			and required actions through notifications	
			via the Web, email, messaging or phone	High (Critical
Visibility	OSS	3695	depending on the customers' preference.	for Day 1)
			The solution shall provide real time,	
			online status updates to customers on all	
			online transactions that are not fulfilled	High (Critical
Visibility	OSS	3700	immediately.	for Day 1)

# 2.3.2.2 Non-Functional Requirements

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
			The solution shall enable customers to	
Browser			obtain self-service via standard Web	
Based Self-			Browser over the Internet and through	High (Critical
Service	oss	3710	mobile devices.	for Day 1)
			The solution shall provide Knowledge	
			Management administration capabilities	
Knowledge			including: Capability to incrementally	
Management			deploy solution based on domains of	High (Critical
Administration	oss	3715	knowledge.	for Day 1)
Mobile			The solution shall support Mobile	
Computing			computing, i.e., mobile devices, smart	High (Critical
Support	oss	3720	phones, etc.	for Day 1)
			The solution shall include a	
			knowledgebase and virtual assistant to	
			allow the customer to complete at a	
			minimum 85% of all self-service	High (Critical
Service Level	OSS	3725	transactions without agent intervention.	for Day 1)

# 2.3.2.3 Data Requirements

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
			The solution shall capture the percent of	
			calls handled by web self-service (by type	High (Critical
Metrics	OSS	3265	of use case/transaction). Target: 85%	for Day 1)
			The solution shall capture the Percent of	
			calls serviced through virtual assistant	High (Critical
Metrics	OSS	3270	without transferring to call center	for Day 1)
			The solution shall track the number of	
			self-service transactions without agent	High (Critical
Metrics	OSS	3255	intervention.	for Day 1)
			The solution shall provide multichannel	
			Web Feedback Management and web	
			analytics to determine: 1) number of	
			persons using web sites, 2) opportunities	
			for web site design improvement and	
			navigational improvements, 3) capability	
			to report on and determine percent of	
			interactions that were completed	
			successfully or abandoned, 4)	High (Critical
Metrics	oss	3260	identification of trouble spots.	for Day 1)
			The solution shall capture the Percent of	
			questions answered correctly relying on	
			the knowledgebase without involvement	
			with a call center or TxDMV Regional	
			Service Center representative Target:	High (Critical
Metrics	OSS	3275	85%	for Day 1)

## 2.3.3 Cross-Reference to Future State Use Cases

Primary Actor	Full Use Case Name
TxDMV Staff	ADMIN-1078 Report Performance Metrics
Customer	CRD-1092 Obtain Web Customer Support
Customer	CRD-1100 Obtain MVD/ENF (Motor Vehicle Division/Enforcement) Packet
Motoring Public	CRD-1105 Obtain a Duplicate Registration (Out of State)
Customer	CRD-1115 Resolve Toll Authority Dispute
TxDMV CR Staff	CRD-1160 Update and Manage the Knowledge Repository
Fleet Registrant	MCD-1365 Apply for fleet registration
Fleet Registrant	MCD-1370 Renew Fleet Registrations
Fleet Registrant	MCD-1380 Apply for Token Fleet Registration
Fleet Registrant	MCD-1385 Provide Annual Proof of Payment of Heavy Vehicle Use Tax for Fleets
Vehicle Owner	VTR-1470 Apply for Texas Certificate of Title and Registration
Mechanic	VTR-1485 Obtain Mechanic/Storage Lien
Vehicle Owner	VTR-1500 Process Title Correction
Vehicle Owner	VTR-1505 Process Motor Vehicle Transfer Notification
Motoring Public	Error! Reference source not found.
Motoring Public	VTR-1525 Change Address
Motoring Public	

Primary Actor	Full Use Case Name
	VTR-1540 Transfer Specialty Plate to Another Vehicle
Motoring Public	VTR-1545 Replace Lost, Stolen, Mutilated Plate/Sticker
Motoring Public	VTR-1550 Order Specialty Plates
Customer	VTR-1565 Obtain Disabled Parking Placard/Plate
Motor Carrier	VTR-1570 Obtain Nonresident Agricultural Permit
Vehicle Owner	VTR-1590 Obtain Vehicle Transfer Permit
Vehicle Owner	VTR-1595 Register Non-Titled Trailer
Vehicle Owner	VTR-1610 Apply for Certified Copy of Original Title (CCO)
Motoring Public	VTR-1740 Obtain Duplicate Registration Receipt
Motoring Public	VTR-1745 Obtain Time Permits
Motoring Public	Error! Reference source not found.
Insurance Company	VTR-1825 Report Owner Retained Salvage or Non-Repairable Vehicle
Customer	Error! Reference source not found.
Motoring Public	VTR-1835 Apply for Owner Retained Salvage/Non-Repairable Title
Customer	VTR-1880 Research Title History
Non-profit organization	VTR-1895 Apply for Organizational Specialty License Plate

# 2.4 Email Response Management

## 2.4.1 Background

The future state also calls for the capability for customers to interact with TxDMV through fax and email. TxDMV envisions leveraging the capabilities of an email response management system with character and word recognition and an extensive knowledge base to automate (as much as possible) the responses to email questions and requests.

## 2.4.2 Business Requirements

## 2.4.2.1 Functional Requirements

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
			The solution shall have the capability to	
Automated			route automated responses to Q/A for	High (Critical
Responses	ERC	1610	approval and final delivery.	for Day 1)
			The solution shall integrate with the	
			knowledge base for Web customer	
Automated			service to support auto classification and	High (Critical
Responses	ERC	1605	response.	for Day 1)
			The solution shall have the capability to	
			automatically generate an	
			acknowledgement and approximate time	High (Critical
Capabilities	ERC	1615	for actual response.	for Day 1)
			The solution shall provide the capability	
			for customers to interact with TxDMV	High (Critical
Channels	ERC	1620	through fax and email.	for Day 1)

Email			The solution shall provide the capabilities of an email response management system with character and word recognition and an extensive knowledge base to automate (as much as possible)	
Response			the responses to email questions and	High (Critical
Management	ERC	1625	requests.	for Day 1)
			The solution shall integrate with the	High (Critical
Integration	ERC	1630	agencies' email inboxes (multiple).	for Day 1)
			The solution shall have the capability to	
Retention			establish retention rules for email and to	High (Critical
Rules	ERC	1635	implement those rules.	for Day 1)
			The solution shall have the capability to	
			route incoming mail based on	High (Critical
Routing Mail	ERC	1640	subject/context or content to a specialist.	for Day 1)

# 2.4.2.2 Non-Functional Requirements

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
			The solution shall have the capability to	
			provide automated responses to all email	
			received from external customers to CSD	
			correspondence group and emails	
			received by VTR Titling and Registration	
			public mailboxes through multiple	High (Critical
Capabilities	ERC	1645	techniques.	for Day 1)
			The solution shall achieve an 80%	High (Critical
Service Level	ERC	1650	automated response to incoming emails.	for Day 1)

## 2.4.2.3 Data Requirements

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
			The solution shall capture metrics for	
			reporting the percent of email answered	High (Critical
Metrics	ERC	1590	automatically and correctly.	for Day 1)
			The solution shall capture metrics for	
			reporting Percent of email answered	High (Critical
Metrics	ERC	1595	within x hours/same business day (TBD)	for Day 1)
			The solution shall report on email	
			volumes, percent answered, percent	High (Critical
Metrics	ERC	1600	answered correctly, time to respond.	for Day 1)

## 2.4.3 Cross-Reference to Future State Use Cases

Primary Actor	Full Use Case Name

Primary Actor	Full Use Case Name
TxDMV Staff	ADMIN-1078 Report Performance Metrics
Customer	CRD-1080 Contact TxDMV

#### 2.5 On-Line Dealer Web Service

### 2.5.1 Background

The majority of title transfer transactions, approximately 4 million, are performed by dealers. Today, dealers are required to physically submit the paperwork (130 U Forms), proof of sales, buyer identification and a check or money order for the transaction in person at the TAC counter. The TAC staff in turn, process these transactions manually by re-entering the data from the Form 130 U form into the TxDMV registration and titling systems system, entering payment data into TxDMV registration and titling systems and submitting the transaction paper work to VTR's Title Control Services for release of the title. It is estimated that the TAC staff spends approximately 10 minutes to process each dealer title transfer transaction.

In this scenario, the dealer title application would be automated which would eliminate the need for dealers to physically visit the TAC office. In addition, TxDMV is looking to improve efficiencies by eliminating the need for TAC staff to physically enter/retype the title transaction data into TxDMV registration and titling systems.

The proposed future state is comprised of two separate capabilities:

- An Internet web self-service capability to allow smaller dealers the ability to conduct vehicle transfer transaction on-line.
- A set of standard interfaces to allow larger dealers who have systems for processing vehicle sales to automatically link to TxDMV and submit the title transaction data and payments electronically.

### 2.5.2 Business Requirements

#### 2.5.2.1 Functional Requirements

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
			The solution shall provide the capability	
			for a dealer to submit title documents via	
			mail and the ability for TAC staff to	
Data			validate receipt against electronic	High (Critical
Validation	DWS	3015	transactions.	for Day 1)
			The solution shall include the ability to	
			interface with US Postal Service (or	
Data			similar vendor service) to ensure	High (Critical
Validation	DWS	3020	customer address validation.	for Day 1)
			The solution shall provide the ability for	
			dealer to submit payments electronically	
			(credit card, electronic check, ACH	
Electronic			transaction) with direct deposit into the	High (Critical
Payments	DWS	3025	appropriate County account.	for Day 1)

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
			The solution shall provide payment	
Electronic			processing through the use of electronic	High (Critical
Payments	DWS	3030	funds transfer.	for Day 1)
			The solution shall provide the ability for	
Error			the dealer to correct errors in the titling	High (Critical
Correction	DWS	3035	transaction before it is rejected or voided.	for Day 1)
			The solution shall provide a set of	
			standard interfaces and processes to	
			allow larger dealers who have systems for	
			processing vehicle sales to automatically	
			link to TxDMV and submit the title	
Integration			transaction data and payment	
with TxDMV			electronically. The interfaces must	High (Critical
Systems	DWS	3060	support the same requirements.	for Day 1)
			The solution shall integrate with e-Tag so	
Integration			that temporary tags can utilize the same	
with TxDMV			plate number that will be used on the	High (Critical
Systems	DWS	3065	metal plate when it is issued.	for Day 1)
			The solution shall allow dealers at the	
			dealer locations to use data from the	
			buyer's order to pre-populate the TxDMV	
			system with a pending transaction.	
			Dealers can issue an E-tag at the time of	
Integration			purchase, and the metal plates can be	
with TxDMV			mailed directly to the buyer or to the	High (Critical
Systems	DWS	3050	dealer, as requested.	for Day 1)
			The solution shall provide a set of	
			standard interfaces to allow larger dealers	
			who have systems for processing vehicle	
Integration			sales to automatically link to TxDMV and	
with TxDMV			submit the title transaction data and	High (Critical
Systems	DWS	3045	payments electronically.	for Day 1)
			The solution shall eliminate the need for	
Integration			TAC staff to physically enter/retype the	
with TxDMV	DIAGO	00.40	title transaction data into TxDMV	High (Critical
Systems	DWS	3040	registration and titling systems.	for Day 1)
			The solution shall allow dealers to issue	
Laterand			an E-tag at the time of purchase, and	
Integration			initiate the mailing of the metal plates	11:1-10:22
with TxDMV	DWG	0055	directly to the buyer or to the dealer, as	High (Critical
Systems	DWS	3055	requested.	for Day 1)
			The solution shall provide paperless	
			workflow to enable subcontractors and	
Dono-loo-			dealers to forward title applications and	High (Original
Paperless	DWC	2070	supporting documents to County TACs for	High (Critical
Workflow	DWS	3070	review as they do today.	for Day 1)

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
Pre-			The solution shall use data from the	
populated			buyer's order to pre-populate the TxDMV	High (Critical
data	DWS	3075	database with a pending transaction.	for Day 1)
			The solution shall provide a standard	
			reporting capability for dealers, e.g., list	
			all vehicles sold in any time period,	
			amount of fees and taxes submitted to	High (Critical
Reporting	DWS	3080	TxDMV, etc.	for Day 1)
			The solution shall provide the ability to	
			interface with DPS to verify buyer/seller	High (Critical
Security	DWS	3085	identify against driver license database.	for Day 1)
			The solution shall provide the ability for	
			buyer to select a specialty plate at point of	
Specialty			purchase (to be mailed to customer at the	High (Critical
Plate	DWS	3090	location of choice).	for Day 1)
			The solution shall provide the ability for	
Specialty			dealers to transfer specialty plates at the	High (Critical
Plate	DWS	3095	time of titling and registration.	for Day 1)
			The solution shall provide the capability	
Submitting			for the dealer to scan the supporting	
Electronic			documents at the front end and submit an	High (Critical
Images	DWS	3100	electronic image of the title documents.	for Day 1)
			The solution shall implement a process	
Titles and			for dealers to handle paper titles and	High (Critical
MCO	DWS	3105	MCO.	for Day 1)
			The solution shall include an On-Line web	
			service capability for dealers to: select a	
			specialty plate at point of purchase (to be	
Transactions			mailed to customer at the location of	High (Critical
Online	DWS	3200	choice).	for Day 1)
			The solution shall include an On-Line web	
			service capability for dealers to:	
			calculate all fees owed by the dealer for	
Transactions			individual as well as group fees if	High (Critical
Online	DWS	3185	submitting multiple transactions.	for Day 1)
			The solution shall include an On-Line web	
			service capability for dealers to: submit	
Transactions			title transaction individually or in groups	High (Critical
Online	DWS	3180	(e.g., by day).	for Day 1)
			The solution shall include an On-Line web	
			service capability for dealers to: build in	
			a delay before the transaction is released,	
Transactions			and allow the dealer to reverse the	High (Critical
Online	DWS	3190	transaction if deals unwind.	for Day 1)
			The solution shall include an On-Line web	
			service capability for dealers to: correct	
Transactions			errors in the titling transaction before it is	High (Critical
Online	DWS	3195	rejected or voided.	for Day 1)

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
•			The solution shall include an On-Line web	
			service capability for dealers to: transfer	
Transactions			specialty plates at the time of titling and	High (Critical
Online	DWS	3205	registration.	for Day 1)
			The solution shall include an On-Line web	, ,
			service capability for dealers to:	
			establish a secure electronic account and	
Transactions			include the capability to setup sub-	High (Critical
Online	DWS	3210	accounts for titling clerks.	for Day 1)
			The solution shall include an On-Line web	,
Transactions			service capability for dealers to: submit	High (Critical
Online	DWS	3215	transactions individually or in bulk.	for Day 1)
			The solution shall include an On-Line web	,
			service capability for dealers to: submit	
			payments electronically (credit card,	
			electronic check, ACH transaction) with	
Transactions			direct deposit into the appropriate County	High (Critical
Online	DWS	3220	account.	for Day 1)
			The solution shall provide online	, ,
			capabilities for dealers to title and register	
			vehicles in near real time, capturing all	
			information at the point of purchase and	
Transactions			eliminating the need for the buyer and the	High (Critical
Online	DWS	3125	dealer to visit the TAC.	for Day 1)
			The solution shall include an On-Line web	, ,
			service capability for dealers to:	
			interface with US Postal Service (or	
Transactions			similar vendor service) to ensure	High (Critical
Online	DWS	3175	customer address validation.	for Day 1)
			The solution shall include an On-Line web	,
			service capability for dealers to:	
			Integrate with e-Tag so that temporary	
			tags can utilize the same plate number	
Transactions			that will be used on the metal plate when	High (Critical
Online	DWS	3225	it is issued.	for Day 1)
			The solution shall include an On-Line web	
Transactions			service capability for dealers to: submit	High (Critical
Online	DWS	3130	vehicle transfer transactions on-line.	for Day 1)
			The solution shall include an On-Line web	-
Transactions			service capability for dealers to:	High (Critical
Online	DWS	3135	establish a dealer account.	for Day 1)
			The solution shall include an On-Line web	-
			service capability for dealers to: verify	
Transactions			status of trade-in vehicles via an online	High (Critical
Online	DWS	3170	interface with NMVTIS.	for Day 1)
Transactions			The solution shall eliminate the need for	High (Critical
Online	DWS	3115	dealers to physically visit the TAC office.	for Day 1)

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
			The solution shall allow dealers to submit	
Transactions			title transfer transactions online and	High (Critical
Online	DWS	3110	provide payment in electronic form.	for Day 1)
			The solution shall include an On-Line web	
			service capability for dealers to: create	
Transactions			subaccount for sales staff and manage	High (Critical
Online	DWS	3140	these accounts.	for Day 1)
			The solution shall include an On-Line web	
Transactions			service capability for dealers to: submit	High (Critical
Online	DWS	3145	payments electronically.	for Day 1)
			The solution shall include an On-Line web	
			service capability for dealers to: submit	
			all vehicle transfer information (130-U)	
Transactions			electronically, eliminating the need for the	High (Critical
Online	DWS	3150	dealer to physically visit the TAC.	for Day 1)
			The solution shall include an On-Line web	
			service capability for dealers to:	
Transactions			interface with DPS to verify buyer/seller	High (Critical
Online	DWS	3155	identify against driver license database.	for Day 1)
			The solution shall include an On-Line web	
			service capability for dealers to: submit	
			title documents via mail and the ability for	
Transactions			TAC staff to validate receipt against	High (Critical
Online	DWS	3160	electronic transactions.	for Day 1)
			The solution shall include an On-Line web	
			service capability for dealers to: scan the	
			supporting documents at the front end	
Transactions			and submit an electronic image of the title	High (Critical
Online	DWS	3165	documents.	for Day 1)
			The solution shall provide an Internet web	
			self-service capability to allow smaller	
Transactions			dealers the ability to conduct vehicle	High (Critical
Online	DWS	3120	transfer transaction on-line.	for Day 1)
Transactions			The solution shall provide the ability for	
Submitted			the system to calculate all fees owed by	
Individually or			the dealer for individual as well as batch	High (Critical
in Batches	DWS	3230	fees if submitting multiple transactions.	for Day 1)
			The solution shall provide reporting of	High (Critical
Visibility	DWS	3235	status of any transaction	for Day 1)
			The solution shall provide online visibility	
			into the pending transactions for dealers,	High (Critical
Visibility	DWS	3240	TxDMV and law enforcement.	for Day 1)

# 2.5.2.2 Non-Functional Requirements

Ī	Requirement				Requirement
	Topic	Prefix	Nbr	Requirement Text	Priority

Requirement Topic	Prefix	Nbr	Requirement Text	Requirement Priority
Topic	FIGUX	IANI	•	FIIOTILY
			The solution shall provide automated	
			workflow to support the majority of title	
			transfer transactions, approximately 4	
			million, performed by dealers. Today,	
			dealers are required to physically submit	
Title Transfer			the paperwork (130 U Forms), proof of	High (Critical
Transactions	DWS	3245	sales, buyer identity	for Day 1)

# 2.5.2.3 Data Requirements

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
			The solution shall capture and report on	
			the Number of dealer titling and	High (Critical
Metrics	DWS	2990	registration transactions completed online	for Day 1)
			The solution shall capture and report on	
			the Percentage of dealer titling and	High (Critical
Metrics	DWS	2995	registration transactions completed online	for Day 1)
			The solution shall capture and report on	
			the Percent change in the cost to process	High (Critical
Metrics	DWS	3000	a dealer titling and registration transaction	for Day 1)
			The solution shall capture and report on	
			the Percent change in the cost to review	High (Critical
Metrics	DWS	3005	and release a dealer titling transaction	for Day 1)
			The solution shall capture and report on	
			the Percent change in the cycle time to	
			process a dealer titling and registration	High (Critical
Metrics	DWS	3010	transaction	for Day 1)

## 2.5.3 Cross-Reference to Future State Use Cases

Primary Actor	Full Use Case Name
TxDMV Staff	ADMIN-1078 Report Performance Metrics
Customer	CRD-1092 Obtain Web Customer Support
Dealer	VTR-1475 Submit Dealer Title Transactions
Dealer/County Subcontractor	VTR-1580 Order Dealer/Subcontractor Equipment and Setup
Dealer	VTR-1625 Request Certified Dealer Reassign/POA Forms
Exporter	VTR-1675 Process Export Only Sales

## 2.6 Revamp the Dealer Licensing Program

### 2.6.1 Background

The MVD dealer licensing program is viewed as cumbersome. The rules and requirements for obtaining a license have evolved to cover all types of complex dealer scenarios; as a result, license applicants must provide information that may not be necessary for their particular dealership scenario.

MVD is looking to streamline the process for obtaining a license by:

- Developing a rule based license application that can distinguish simple license applications
- Providing different processes and data collection requirements that recognize that not all license applications present the same level of documentation needs.
- Implementing dealer Web Services to assist with the license application by providing on-line chat, collaborative browsing and live assistance from an MVD specialist or contact center staff.
- Developing a business process that provides for a field visit inspection for license applications considered "complex".

For simple applications, a.k.a. "vanilla scenarios", it is anticipated that the application can be processed online with minimal involvement from TxDMV. These simple applications would have a due diligence site inspection that would occur after the license is granted. For complex applications, TxDMV will establish a relationship with the applicant and assist the applicant with the application including scheduling and conducting field visits to properly assess the situation and make a licensing determination.

The goal is to establish a predictable process for all license applications and ensure that applications are processed in an expedient way. The applicant will be kept abreast of the status of the application and notified of any missing information in near real time. This is expected to shorten the license application process by eliminating delays caused by the current paper-based mail process for interacting with the applicant.

In addition, TXDMV plans to institute requirements for prospective dealers to participate in a dealer training program to inform the prospective dealers of all requirements necessary to operate a dealership, maintain compliance with statue, and interact with TxDMV. The intent of this program is to:

- Reduce risk to general public by ensuring that the dealers are processing title transactions correctly.
- Inform dealers of the complexity of title transaction to allow the dealers to prepare for unanticipated complexities and costs.

## 2.6.2 Business Requirements

### 2.6.2.1 Functional Requirements

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
Торіс	I ICIIX	INDI	The solution shall implement the following	Trionty
			business rule: If the submitted license	
			application is complex, require an onsite	
Business			inspection be scheduled and completed	High (Critical
Rules	DLP	4395	prior to the application being approved.	for Day 1)
Tuics	DLI	4000	The solution shall notify applicants of the	101 Day 1)
Business			factors that caused the application to be	High (Critical
Rules	DLP	4415	categorized as "complex".	for Day 1)
Traioo	DE:	1110	The solution shall implement the following	101 Day 17
			business rule: If the submitted license	
Business			application is complex, require pre-	High (Critical
Rules	DLP	4410	licensure onsite inspection.	for Day 1)
Tales		7710	The solution shall implement the following	101 Day 1)
			business rule: Approve the license	
Business			applications that meet all requirements	High (Critical
Rules	DLP	4400	(after protest period, if applicable).	for Day 1)
Trailo	J 2.	1100	The solution shall provide automated	101 Day 17
			determination (e.g. "credit score") of	
			complexity of applications (simple or	
Business			complex) based on business rules, with	High (Critical
Rules	DLP	4390	the ability to manually override.	for Day 1)
. 1000			The solution shall automatically	10. 20, 1,
			implement business rules to categorize	
			license applications into simple and	
			complex applications. The solution shall	
Business			implement distinct workflow for simple	High (Critical
Rules	DLP	4385	and complex applications.	for Day 1)
			The solution shall implement the following	, ,
			business rule: If the submitted license	
Business			application is complex, require human	High (Critical
Rules	DLP	4405	validation of complexity.	for Day 1)
			The solution shall capture/scan all	
			documents related to the license	
			applications (including match mail) into	
Capture of			the system up-front so that the application	
Scanned			status is visible in the system to all staff	High (Critical
Documents	DLP	4420	involved with processing the application.	for Day 1)
			The solution shall include an electronic	
Data			interface to bond companies to validate	High (Critical
Validation	DLP	4425	bond requirements.	for Day 1)
Expedited			The solution shall allow applicants to pay	High (Critical
Inspections	DLP	4430	a fee to expedite an inspection.	for Day 1)
			The solution shall determine the	
			complexity of the license application and	
			guide the data entry based on the	
			complexity rules to ensure that only	
Flexible			necessary information is gathered (e.g.,	High (Critical
Rules	DLP	4450	using decision tree logic. Note: the intent	for Day 1)

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
			is to make it as easy as possible.	
			The solution shall implement simplified	
			rules and requirements for dealers to	
			obtain a license. The solution shall allow	
			for dealer application rules and	
Flexible			requirements to be modified by business	High (Critical
Rules	DLP	4435	users.	for Day 1)
			The solution shall include rules that can	
			categorize license applications into simple	
			and complex applications and implement	
			a distinct fast track workflow for simple	
Flexible			applications. The rules shall be	High (Critical
Rules	DLP	4440	modifiable by business users.	for Day 1)
			The solution shall be flexible enough to	
			enable the implementation of different	
			processes and data collection	
			requirements based on business rules	
Flexible			that can be customized to recognize that	High (Critical
Rules	DLP	4445	not all license applications present the same level of documentation needs.	High (Critical for Day 1)
Rules	DLP	4445	The solution shall incorporate a business	101 Day 1)
			rule that enforces a field visit inspection	
			for license applications considered	
			"complex" prior to approval of these	High (Critical
Inspections	DLP	4455	license applications.	for Day 1)
			The solution shall allow the dealer	101 = 0.9 19
			applicant or TxDMV to require and	
			dispatch a field agent to conduct further	
			inspections to understand the proposed	High (Critical
Inspections	DLP	4460	application for a dealership.	for Day 1)
			The solution shall allow the scheduling of	High (Critical
Inspections	DLP	4465	onsite inspections.	for Day 1)
			The solution shall provide the applicant	
			with estimated timeframes for onsite	High (Critical
Inspections	DLP	4470	inspection.	for Day 1)
			The solution shall allow the dealer	
			applicant (or MVD specialist) to request	High (Critical
Inspections	DLP	4475	and schedule (maybe for a fee) a field inspection for assistance.	High (Critical for Day 1)
mopertions	DLF	4473	The solution shall enforce a business rule	IUI Day I)
			for complex license applications that	
			includes scheduling and conducting field	
Online			visits to properly assess the situation and	High (Critical
Application	DLP	4495	make a licensing determination.	for Day 1)
			The solution shall allow applicants to	, ,
Online			establish an account with TxDMV and	High (Critical
Application	DLP	4500	complete the application online.	for Day 1)

Requirement Topic	Prefix	Nbr	Requirement Text	Requirement Priority
10010	1 TOTAL		The solution shall enforce a business rule	1 11011119
			for simple applications that enforces a	
Online			due diligence site inspection that would	High (Critical
Application	DLP	4490	occur after the license is granted.	for Day 1)
пррпоацоп	DLI	1100	The solution shall enforce a business rule	101 Day 1)
			for simple applications that allows an	
Online			application to be processed online with	High (Critical
Application	DLP	4485	minimal involvement from TxDMV.	for Day 1)
7 (ppilodilor)	DL.	1100	The solution shall enable Web self-	101 Bay 1)
			service access to license applications	
			together with knowledge management,	
			virtual assistance, web chat and person-	
			to-person communication through the	
Online			Web to assist the applicants with	High (Critical
Application	DLP	4480	licensing applications.	for Day 1)
Application	DLF	4400	The solution shall provide an online self-	101 Day 1)
			service license application for all motor	
Online			vehicle business license applications	High (Critical
	DLP	4E0E	• •	High (Critical
Application	DLP	4505	types.	for Day 1)
Danas			The solution shall allow paper license	Litale (Onitional
Paper	D. D	4540	applications to be accepted at all TxDMV	High (Critical
Applications	DLP	4510	locations.	for Day 1)
5 .	D. D.	4545	The solution shall allow payments	High (Critical
Payments	DLP	4515	including checks, ACH, and credit card.	for Day 1)
			The solution shall provide a payment	
	5.5	4=00	coupon with a barcode that can be printed	High (Critical
Payments	DLP	4520	and sent with a payment by check.	for Day 1)
			For mail processing of applications, the	
			solution shall implement a streamlined	
			process for payment capture and	
			scanning a point of receipt and eliminate	
			routing payments through the	High (Critical
Payments	DLP	4525	Comptroller.	for Day 1)
			The solution shall allow payments by E-	High (Critical
Payments	DLP	4530	check.	for Day 1)
			The solution shall require documentation	
Pre-Licensing			of pre-licensing training by the applicant	High (Critical
Training	DLP	4535	as part of online license process.	for Day 1)
			The solution must interface with the pre-	
			licensing training course in order to record	
Pre-Licensing			course completion and match this to any	High (Critical
Training	DLP	4555	submitted license applications.	for Day 1)
			The solution shall allow an exemption to	
			pre-licensing training if a licensee is	
Pre-Licensing			adding a new location to an existing	High (Critical
Training	DLP	4560	license.	for Day 1)

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
			The solution shall enforce business rules	
			that require prospective dealers to participate in a dealer training program to	
			inform the prospective dealers of all	
			requirements necessary to operate a	
Pre-Licensing			dealership, maintain compliance with	High (Critical
Training	DLP	4540	statue and interact with TxDMV.	for Day 1)
Pre-Licensing			The solution shall implement a pre-	High (Critical
Training	DLP	4550	licensing training course.	for Day 1)
			The solution shall require the applicant to submit proof of online (or in person)	
Pre-Licensing			training and certifications as part of	High (Critical
Training	DLP	4545	license process.	for Day 1)
Ĭ			The solution shall provide pre-populated	, ,
			license renewal forms and electronic	High (Critical
Renewals	DLP	4565	renewal submission.	for Day 1)
			The solution shall capture/scan all	
			documents related to a license application so that the application status and all	
			related documents are visible in the	
			system to all staff involved with	High (Critical
Scanning	DLP	4570	processing the application.	for Day 1)
			The solution shall allow the capture all	
			documents related to the application as	Himb (Onitional
Scanning	DLP	4575	they come in; scan and attach to the application record in the system.	High (Critical for Day 1)
Scarring	DLI	4373	The solution shall provide for user	Tor Day 1)
			authentication prior to access to license	High (Critical
Security	DLP	4580	application information.	for Day 1)
			The solution shall provide online self-	
0 1/ 0			service for submittal for license	
Self-Service Support	DLP	4590	applications supported by: knowledge management support.	High (Critical for Day 1)
Зирроп	DLF	4330	The solution shall identify complex license	101 Day 1)
			applications that cannot be fully	
			automated, and require the applicant to	
Self-Service			interact (phone, web chat, email) with a	High (Critical
Support	DLP	4615	MVD specialist.	for Day 1)
			The solution shall provide web chat and	
Self-Service			collaborative browsing functionality to allow a MVD specialist to assist the	High (Critical
Support	DLP	4610	dealer applicant with the application.	for Day 1)
			The solution shall provide virtual assistant	, ,
Self-Service			support to the license application using	High (Critical
Support	DLP	4605	natural language.	for Day 1)

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
			The solution shall provide online self-	
			service for submittal for license	
			applications supported by: live chat and	
			person-to-person communication through	
Self-Service			the Web to assist the applicants with	High (Critical
Support	DLP	4595	licensing applications.	for Day 1)
			The solution shall implement dealer Web	
			Services to assist with the license	
			application by providing on-line chat,	
			collaborative browsing and live assistance	
Self-Service			from an MVD specialist or contact center	High (Critical
Support	DLP	4585	staff.	for Day 1)
			The solution shall enable knowledge-	
Self-Service			based rule-driven guidance for filling out	High (Critical
Support	DLP	4600	an application.	for Day 1)
			The solution shall provide online or	
			electronic notification to keep applicant	High (Critical
Visibility	DLP	4620	abreast of status.	for Day 1)
			The solution shall provide the application	High (Critical
Visibility	DLP	4625	status via IVR as well as online.	for Day 1)

# 2.6.2.2 Data Requirements

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
			The solution shall capture and allow	
			reporting on the number of	
			citations/actions taken on dealers who	High (Critical
Metrics	DLP	4360	took training courses	for Day 1)
			The solution shall provide a customer	
			satisfaction survey of the licensing	
			application process and capture and allow	High (Critical
Metrics	DLP	4380	reporting of customer satisfaction metrics.	for Day 1)
			The solution shall capture and allow	
			reporting on the Percentage of new	High (Critical
Metrics	DLP	4370	licensees that renew their license.	for Day 1)
			The solution shall capture and allow	
			reporting on the number of applicants	
			who took pre-licensing training and then	High (Critical
Metrics	DLP	4365	did not apply for dealer license.	for Day 1)
			The solution shall capture and allow	
			reporting on the number of applications	High (Critical
Metrics	DLP	4335	submitted correctly the first time.	for Day 1)
			The solution shall capture and allow	
			reporting on the Length of time between	
			application and inspection. Target: 2	High (Critical
Metrics	DLP	4350	weeks for application site inspection	for Day 1)

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
			(shorter target for expedited)	
			The solution shall capture and allow	
			reporting on the number of phone calls on	High (Critical
Metrics	DLP	4340	the status of the application.	for Day 1)
			The solution shall track the time involved	High (Critical
Metrics	DLP	4320	in processing an application.	for Day 1)
			The solution shall capture and allow	
			reporting on the time for processing	High (Critical
Metrics	DLP	4330	applications.	for Day 1)
			The solution shall record and report on	
			the time it takes to process an application	
			through the various stages of the license	High (Critical
Metrics	DLP	4325	application lifecycle.	for Day 1)
			The solution shall capture and allow	
			reporting on the length of time the dealer	
			is still in business after establishment of	High (Critical
Metrics	DLP	4355	initial license.	for Day 1)
			The solution shall capture and allow	
			reporting on the Number and percent of	
			simple applications approved that have	
			no inspection findings after initial	High (Critical
Metrics	DLP	4345	inspection.	for Day 1)

### 2.6.3 Cross-Reference to Future State Use Cases

Primary Actor	Full Use Case Name
TxDMV Staff	ADMIN-1078 Report Performance Metrics
Customer	CRD-1092 Obtain Web Customer Support
Dealer	MVD-1415 Apply for License
TxDMV MVD Staff	MVD-1420 Notify Dealer of Right to Protest
Dealer	MVD-1425 Renew License
Dealer	MVD-1430 Amend License
Dealer	MVD-1445 Close License
Protestant	MVD-1460 Protest a Dealer License Application

## 2.7 Online Self-Service for Law Enforcement

### 2.7.1 Background

Law enforcement currently must used multiple points of contact within TxDMV to obtain vehicle information needed in the performance of their duties. Access to data is not always available in real time, and vehicle data resides in multiple systems.

The future state calls for improving law enforcement access to information and improving internal TxDMV efficiencies by enabling law enforcement with self-service, enhanced access to all vehicle and driver information and providing a single view of all vehicle and owner information without having to navigate multiple systems.

## 2.7.2 Business Requirements

## 2.7.2.1 Functional Requirements

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
			The solution shall provide the ability to	
Consolidated			retrieve a single view of data using	
vehicle and			multiple key data items (i.e., plate	High (Critical
owner view	LES	3760	number, VIN).	for Day 1)
Consolidated			The solution shall provide a view of	
vehicle and			driver's license data (through integration	High (Critical
owner view	LES	3765	with DPS or access to CRM databases).	for Day 1)
Consolidated				
vehicle and			The solution shall provide access to	High (Critical
owner view	LES	3755	motor carrier credential data.	for Day 1)
			The solution shall provide real-time data	
			for law enforcement, and include relevant	
			data from the following sources: FMCSA,	
Consolidated			IFTA, IRP, DPS, CVISN, CVIEW, PRISM	
vehicle and			and vehicle, driver and motor carrier, and	High (Critical
owner view	LES	3745	dealer data stores.	for Day 1)
			The solution shall provide enhanced	
			access to all vehicle and driver	
Consolidated			information and providing a single view of	
vehicle and			all vehicle and owner information without	High (Critical
owner view	LES	3740	having to navigate multiple systems.	for Day 1)
			The solution shall provide law	
			enforcement with self-service access to	
			all vehicle and driver information by	
Consolidated			providing a single view of all vehicle and	
vehicle and			owner information without having to	High (Critical
owner view	LES	3735	navigate multiple systems.	for Day 1)
Consolidated				
vehicle and			The solution shall provide access to	High (Critical
owner view	LES	3750	carrier oversize/overweight data.	for Day 1)
			The solution shall provide a dedicated	
IVR and Web			phone number for law enforcement to	High (Critical
Access	LES	3770	access data.	for Day 1)
			The solution shall provide identity	
			authentication for access to vehicle and	High (Critical
Security	LES	3775	driver information.	for Day 1)
			The solution shall have the capability to	
			identify and differentiate law enforcement	
			access and information provided for the	High (Critical
Security	LES	3780	general public.	for Day 1)

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
			The solution shall integrate with web	
			customer service to allow person-to-	
Self-Service			person interaction with Contact Center	High (Critical
Support	LES	3785	staff.	for Day 1)

# 2.7.2.2 Non-Functional Requirements

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
			The solution shall provide access to data	High (Critical
24/7 access	LES	3790	at all times (24/7).	for Day 1)
Browser			The solution shall provide access to	
Based Self-			vehicle and customer information via on-	High (Critical
Service	LES	3795	line browser and via smart phones.	for Day 1)
			The solution shall provide the ability to	
IVR and Web			obtain vehicle information through both	High (Critical
Access	LES	3800	IVR and web services.	for Day 1)

## 2.7.2.3 Data Requirements

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
			The solution shall capture and provide the	
			ability to report on the number and	
			percentage of law enforcement	
			information requests serviced by channel	High (Critical
Metrics	LES	3730	(i.e. web service, IVR, phone).	for Day 1)

## 2.7.3 Cross-Reference to Future State Use Cases

Primary Actor	Full Use Case Name
TxDMV Staff	ADMIN-1078 Report Performance Metrics
Customer	CRD-1092 Obtain Web Customer Support
Law Enforcement	CRD-1120 Process Seized Placards
Law Enforcement	CRD-1165 Obtain Vehicle and Motorist Information
Law Enforcement	MCD-1245 Request the Revocation of a TxDMV Number
Law Enforcement	MCD-1255 Verify Motor Carrier Information
Law Enforcement	MCD-1340 Perform a Record Inquiry on an Apportioned Account
Law Enforcement	VTR-1630 Request Auction Receipts
Customer	VTR-1880 Research Title History

# 2.8 Implement E-Titles and E-Liens

#### 2.8.1 Background

Many states and the federal government are looking at ways to eliminate the need for paper tittles and create an electronic version of titles to be maintained and secured by the states. The main benefits will occur around fraud reduction but there are potential for other benefits including:

- Improved efficiencies and reduced cost by not having to produce paper titles on secure paper
- Elimination of work resulting from lost or destroyed titles
- Customer convenience by having titles stored electronically
- Reduced workload on TACs and TxDMV as most electronic title transaction would be performed over the internet/Web

The Federal government is currently looking at working with selected states via AAMVA to develop detailed requirements in order to pilot the implementation of E-Titles and establish standards for states to adopt.

#### 2.8.2 Business Requirements

### 2.8.2.1 Functional Requirements

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
Data			The solution shall ensure accuracy in the	High (Critical
Validation	ETL	1930	titling process with automated edit rules.	for Day 1)
Data			The solution shall utilize system edits to	High (Critical
Validation	ETL	1935	ensure accuracy in the titling process.	for Day 1)
			The solution shall provide the system	
			interfaces needed to allow DTA vendors	
			to enhance dealer software to effectively	
			support electronic titling and full	High (Critical
DTA Software	ETL	1940	utilization of electronic lien capabilities.	for Day 1)
			The solution shall provide a fully	
			electronic titling program, whereby the	
			TxDMV vehicle record is the "official title	
E-Titling			record" and paper titles are optional at	
replacement			the time of initial titling or vehicle	High (Critical
of paper titles	ETL	1945	transfer.	for Day 1)
			The solution shall allow dealers	
			electronically assign/reassign titles by	
			updating TxDMV registration and titling	
			systems in real time, eliminating the	
			need to provide hard copy titles or	
E-titling title			assignment/reassignment forms and the	High (Critical
reassignments	ETL	1950	need for POAs when vehicles a	for Day 1)

Requirement Topic	Prefix	Nbr	Requirement Text	Requirement Priority
•		<u></u>	The solution shall expand the current	,
			electronic lien program so that all liens	
			can be placed electronically and	
			released electronically at the time of	High (Critical
Liens	ETL	1965	payoff.	for Day 1)
			The solution shall provide the ability for	,
			dealers to obtain released liens on	High (Critical
Liens	ETL	1990	vehicle trade-ins.	for Day 1)
			The solution shall provide the capability	
			for buyers to record liens needed for	High (Critical
Liens	ETL	1985	private vehicle purchases.	for Day 1)
			The solution shall include a Web-based	
			application that dealers can use to	
			participate more economically and	High (Critical
Liens	ETL	1980	securely in the electronic lien program.	for Day 1)
			The solution shall have the ability for	
			dealers to electronically transfer funds to	
			lien holders for loan payoffs on vehicles	High (Critical
Liens	ETL	1970	taken in on trade.	for Day 1)
			The solution shall provide the capability	
			for sellers to payoff liens and obtain lien	High (Critical
Liens	ETL	1960	releases needed for private sales.	for Day 1)
			The solution shall provide the capability	
			for dealers to electronically pay off lien	High (Critical
Liens	ETL	1955	holders for vehicles they take in on trade.	for Day 1)
			The solution shall have the ability for lien	
			holders to release liens electronically so	
			that dealers can obtain electronic titles	High (Critical
Liens	ETL	1975	on their used car inventory quicker.	for Day 1)
			The solution shall utilize electronic	
			MCOs to allow dealers to set up "shell"	
			vehicle records on TxDMV registration	
			and titling systems when new vehicles	High (Critical
MCO	ETL	1995	are taken into their inventories.	for Day 1)
			The solution shall accommodate the	
			ability for franchise dealers to reject or	High (Critical
MCO	ETL	2000	transfer MCOs as they do today.	for Day 1)
			The solution shall provide online, real	High (Critical
NMVTIS	ETL	2020	time participation in NMVTIS.	for Day 1)
			The solution shall implement online, real	High (Critical
NMVTIS	ETL	2005	time participation in NMVTIS.	for Day 1)
			The solution shall include workflow for	
			dealers to follow if a vehicle record	
			shows a stolen indicator when NMVTIS	High (Critical
NMVTIS	ETL	2010	is accessed.	for Day 1)
			The solution shall provide online, real	High (Critical
NMVTIS	ETL	2015	time participation in NMVTIS.	for Day 1)

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
Online			The solution shall have the capability to	High (Critical
Transactions	ETL	2025	perform title transactions on the internet.	for Day 1)
			The solution shall have the ability for	
			dealers to submit payment for titling	
Online			transactions online, using ACH or other	High (Critical
Transactions	ETL	2030	electronic payment options.	for Day 1)
			The solution shall provide the ability for	
Options for E-			customers to request an electronic title	High (Critical
title	ETL	2035	versus a paper title.	for Day 1)
0			The solution shall provide the capability	
Options for E-		00.40	to convert an electronic title to a paper	High (Critical
title	ETL	2040	title upon request.	for Day 1)
			The solution shall enable paper titles to	
			be provided when owners move a	
			vehicle titled in Texas to another	Lliada (Oritical
Donor Titles		2045	jurisdiction that does not have e-titling	High (Critical
Paper Titles	ETL	2045	until all states have e-titling.	for Day 1)
			The solution shall enforce a "pending"	
Donding			period for e-titling transactions to	High (Critical
Pending Period	ETL	2050	accommodate unwinding deals and current dealer float on funds.	High (Critical
Period	EIL	2050		for Day 1)
			The solution shall utilize existing TxDMV	
			registration and titling systems title records to allow buyers to electronically	
			title and register vehicles purchased	High (Critical
Private Sales	ETL	2055	through private sales.	for Day 1)
1 Tivate Sales	L'L	2000	The solution shall provide the ability for	101 Day 1)
			buyer to request an electronic title versus	
			a paper title when a private sale is	High (Critical
Private Sales	ETL	2060	completed.	for Day 1)
· ····································			The solution shall enable electronic titling	101 Day 17
			and electronic lien capability for private	High (Critical
Private Sales	ETL	2065	vehicle sales.	for Day 1)
			The solution shall utilize existing TxDMV	, ,
			registration and titling systems title	
			records to allow sellers to electronically	
			transfer ownership of vehicles sold	High (Critical
Private Sales	ETL	2070	through private sales.	for Day 1)
			The solution shall provide capability for	
Real Time			dealers to process title transactions in	High (Critical
Updates	ETL	2080	real time, online.	for Day 1)
			The solution shall provide the ability to	
Real Time			place legal restraints, stolen remarks,	High (Critical
Updates	ETL	2095	etc. in real time.	for Day 1)
Real Time			The solution shall provide the capability	High (Critical
Updates	ETL	2085	to correct titling transactions in real time.	for Day 1)

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
			The solution shall allow dealers to	
			electronically assign/reassign titles by	
			updating TxDMV registration and titling	
			systems in real time, eliminating the	
			need to provide hard copy titles or	
Real Time			assignment/reassignment forms and the	High (Critical
Updates	ETL	2075	need for POAs when vehicle	for Day 1)
			The solution shall provide the capability	
Real Time			for TACs to process title transactions in	High (Critical
Updates	ETL	2090	real time, online.	for Day 1)
			The solution shall provide TAC and	
			TxDMV with detailed reports on dealer	
			transactions, including number of	
			vehicles titles, taxes owed, taxes and	High (Critical
Reports	ETL	2100	fees submitted, etc.	for Day 1)
			The solution shall eliminate the need for	
			paper tittles and create an electronic	
			version of titles to be maintained and	High (Critical
Scope	ETL	2105	secured by TxDMV.	for Day 1)
			The solution shall implement e-titles and	High (Critical
Scope	ETL	2110	e-liens for all vehicle titles.	for Day 1)
			The solution shall allow dealers to	
			participate in the implementation of	High (Critical
Scope	ETL	2115	electronic titling and electronic liens.	for Day 1)
			The solution shall utilize existing TxDMV	
			registration and titling systems title	
			records to allow dealers to electronically	LEST (Octobril
Caana		0400	transfer possession of vehicles taken in	High (Critical
Scope	ETL	2120	on trade.	for Day 1)
Casas		0405	The solution shall enable electronic titling	High (Critical
Scope	ETL	2125	at the TAC Offices.	for Day 1)
			The solution shall utilize existing TxDMV	
			registration and titling systems title	High (Critical
Saana	ETI	2420	records to allow TACs to electronically	High (Critical
Scope	ETL	2130	transfer possession of vehicles.	for Day 1)
			The solution shall provide the capability for TACs to correct and revoke titles in	High (Critical
Scope	ETL	2135	real time.	High (Critical for Day 1)
Scope	LIL	۷۱۵۵		Medium
			The solution shall have the capability to assist Dealers and staff to calculate ad-	(Subsequent
Taxes	ETL	2140	valorem taxes and all other state fees.	iterations)
14703		∠ 1 <del>1</del> 0	The solution shall have the ability for	noranoris)
			dealers to electronically assign and	
			reassign titles when vehicles from their	
Title Assign			inventory are sold at auction or to other	High (Critical
and Reassign	ETL	2145	dealers, eliminating the need for POAs.	for Day 1)
User		Z170	The solution shall provide strong, secure	High (Critical
Authentication	ETL	2150	user authentication for both the buyer	for Day 1)
Authentication		Z 100	user aumenication for both the buyer	ioi Day I)

Requirement Topic	Prefix	Nbr	Requirement Text	Requirement Priority
			and the seller.	,
Visibility	ETL	2155	The solution shall provide the ability for the vehicle purchaser to track the status of the titling transaction and the plate fulfillment process.	High (Critical for Day 1)

# 2.8.2.2 Non-Functional Requirements

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
			The solution shall provide disaster	
			recovery and redundancy in order to	
			mitigate natural disasters and ensure that	
			electronic records can be recovered	High (Critical
Architecture	ETL	2160	easily.	for Day 1)

# 2.8.2.3 Data Requirements

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
			The solution shall capture and provide the	
			capability to report on the percentage	
			change in the number of liens released	High (Critical
Metrics	ETL	1910	electronically.	for Day 1)
			The solution shall capture and provide the	
			capability to report on the number of	
			electronic titles versus paper titles	High (Critical
Metrics	ETL	1885	annually.	for Day 1)
			The solution shall capture and provide the	
			capability to report on the percent change	
			in staffing costs related to review and	
			release of title transactions, title	
			corrections, title revocation, and	High (Critical
Metrics	ETL	1925	conversion of salvage titles.	for Day 1)
			The solution shall capture and provide the	
			capability to report on the percent change	
			in the amount and cost of secure title	High (Critical
Metrics	ETL	1920	paper stock used.	for Day 1)
			The solution shall capture and provide the	
			capability to report on the percentage of	
			private sales completed through	High (Critical
Metrics	ETL	1915	electronic titling.	for Day 1)
			The solution shall capture and provide the	
			capability to report on the percentage of	High (Critical
Metrics	ETL	1900	dealers participating in electronic titling.	for Day 1)

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
			The solution shall capture data and	
			provide the ability to report on the number	
			of corrected titles when errors have been	
			made but the customer has opted for an	High (Critical
Metrics	ETL	1880	electronic title.	for Day 1)
			The solution shall capture and provide the	
			capability to report on the cost of	
			producing an electronic title versus a	High (Critical
Metrics	ETL	1890	paper title.	for Day 1)
			The solution shall capture and provide the	
			capability to report on the number of	
			electronic titles converted to paper titles	High (Critical
Metrics	ETL	1895	by reason for conversion.	for Day 1)
			The solution shall capture and provide the	
			capability to report on the percentage	
			change in the number of liens placed	High (Critical
Metrics	ETL	1905	electronically.	for Day 1)

#### 2.8.3 Cross-Reference to Future State Use Cases

Primary Actor	Full Use Case Name
TxDMV Staff	ADMIN-1078 Report Performance Metrics
Vehicle Owner	VTR-1470 Apply for Texas Certificate of Title and Registration
Dealer	VTR-1475 Submit Dealer Title Transactions
Mechanic	VTR-1485 Obtain Mechanic/Storage Lien
TxDMV Staff	VTR-1770 Release/Reject Title Transaction
TxDMV VDM Staff	VTR-1805 Monitor Apportioned Titles
non-profit organization	VTR-1815 Obtain Operational Legal Restraint

# 2.9 Integrated Case Management System

### 2.9.1 Background

Currently, Enforcement investigators have limited system capabilities to support their mission. Enforcement agents who operate in the field have limited or no access to the systems from the field. As an example, an investigator may be inspecting a dealer premise and notice a new dealer across the street. Without access to information in the field, the field agent must travel back to the office before conducting another visit, or call another investigator to receive information over the phone. Currently, management lacks the capability to do effective planning and dispatching of field investigators. In addition, Enforcement has multiple case management systems including LACE and CMS, which increases the complexity of managing the overall workload and compromises the completeness and accuracy of dealer and case information.

# 2.9.2 Business Requirements

# 2.9.2.1 Functional Requirements

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
			The solution shall provide a single view of	
			real-time case records, including licensee	
			data, motor carrier data, DPS, and vehicle	High (Critical
Case Data	ICM	2715	data.	for Day 1)
			The solution shall provide the ability to	
			pull up single view using multiple data items for search (i.e., address, DBA	
			(Doing Business As) phone number, plate	High (Critical
Case Data	ICM	2720	number, VIN).	for Day 1)
			The solution shall provide the ability to	,
			plan/dispatch field visits to dealers based	
Field Service			on: need for coordination with law	High (Critical
Management	ICM	2750	enforcement.	for Day 1)
			The solution shall provide the ability to	
Field Service			plan/dispatch field visits to dealers based	High (Critical
Management	ICM	2755	on: type of dealership.	for Day 1)
Field Comice			The solution shall provide the ability to	Lliab (Critical
Field Service Management	ICM	2745	plan/dispatch field visits to dealers based on: outstanding complaints.	High (Critical for Day 1)
Wanagement	ICIVI	2143	on. outstanding complaints.	101 Day 1)
			The solution shall provide the ability to	
Field Service			plan/dispatch field visits to dealers based	High (Critical
Management	ICM	2740	on: priority and past visits.	for Day 1)
Field Service			The solution shall provide the ability to integrate with Internet for access to maps	Low (Nice To
Management	ICM	2735	and driving directions.	Have)
Wanagement	TOIVI	2700	and driving directions.	riave)
			The solution shall provide the ability to	
Field Service			optimize routes (for enforcement agent	Low (Nice To
Management	ICM	2730	site visits) based on GIS capabilities.	Have)
			The solution shall provide the ability to	
			plan/dispatch field visits to dealers based	
Field Service	IOM	0705	on: location and route optimization	Low (Nice To
Management	ICM	2725	(area/region).	Have)
			The solution shall provide the ability to	
Field Service			plan/dispatch field visits to dealers based	High (Critical
Management	ICM	2760	on: enforcement agent specialty.	for Day 1)
			The solution shall provide integrated	-
			investigation case management	
			capabilities for all TxDMV Enforcement	
112.1.1			agents and all TxDMV enforcement cases	
High Level	ICM	2765	(MVD, Lemon Laws, and MCD cases and	High (Critical
Requirement	ICM	2765	investigations).	for Day 1)

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
			The solution shall provide the ability to	
Remote			capture and upload case related	High (Critical
Access	ICM	2770	documents in the field.	for Day 1)
			The solution shall provide the ability to	
			record and track outcome, follow up	
Remote			actions, issue citations, notes while in the	High (Critical
Access	ICM	2775	field.	for Day 1)
			The solution shall provide the ability to	
Remote			capture records, pictures and images	High (Critical
Access	ICM	2780	while in the field.	for Day 1)
			The solution shall provide remote access	
Remote			to the case management system for field	High (Critical
Access	ICM	2785	inspections and investigations.	for Day 1)
			The solution shall provide the ability to	
			report on field inspector activities,	High (Critical
Reports	ICM	2790	traveling, expenses, etc.	for Day 1)
			The solution shall provide the capability to	High (Critical
Scheduling	ICM	2795	schedule and dispatch investigators.	for Day 1)

# 2.9.2.2 Non-Functional Requirements

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
			The solution shall be flexible enough to	
			accommodate future licensee types (e.g.	
Flexible			boats, title services) with a minimum of	High (Critical
Solutions	ICM	2800	cost (no custom development).	for Day 1)
			The solution shall provide access to the	
Remote			integrated case management system via	High (Critical
Access	ICM	2805	smart phones.	for Day 1)
			The solution shall provide the ability to	
			upload and save reports to back end	
			servers in real time to minimize loss of	High (Critical
Reports	ICM	2810	data.	for Day 1)
			The solution shall provide security to	
			protect data in cases of lost or stolen	High (Critical
Security	ICM	2815	devices.	for Day 1)
			The solution shall enable software refresh	
			and deployment of new software versions	
Software			without impacting functionality available to	High (Critical
Deployment	ICM	2820	enforcement agents in the field.	for Day 1)

# 2.9.2.3 Data Requirements

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
			The solution shall capture and provide	
			ability to report on: Time to complete	High (Critical
Metrics	ICM	2710	inspections or investigations.	for Day 1)
			The solution shall capture and provide	
			ability to report on: Number of	
			inspections or investigations completed	High (Critical
Metrics	ICM	2705	per week or month.	for Day 1)

#### 2.9.3 Cross-Reference to Future State Use Cases

Primary Actor	Full Use Case Name
TxDMV Staff	ADMIN-1078 Report Performance Metrics
TxDMV Investigator	ENF-1170 Inspect Dealer Premises
Complainant	ENF-1175 Resolve Complaint
Complainant	ENF-1185 Facilitate Lemon Law Complaint Resolution

## 2.10 One-Stop Shopping for Motor Carriers

### 2.10.1 Background

Currently Motor Carriers have multiple interactions with TxDMV and different TxDMV points of contacts and systems:

- County TACs for titling of vehicles
- TxDMV MCD IRP for IRP registrations
- TxDMV MCD Credentialing Unit for Credentialing, UCR
- TxDMV Oversize/Overweight for Permits (Future integration with TxDMV)
- TxDMV Regional Service centers for Credentialing and IRP assistance
- TxDMV Regional Service Center for NAFTA permits and Token trailer registrations

The primary intent of this scenario is to increase the ability for one-stop shopping for Motor Carrier services and expand service locations.

This scenario will also improve the capabilities of law enforcement to access motor carrier information.

#### 2.10.2 Business Requirements

#### 2.10.2.1 Functional Requirements

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
Торіо	TIOTIX	1461	The solution shall provide online account	1 11011119
			management so that carriers can put their	
			vehicle registration "on hold" if the vehicle	
			is not being used. The carrier would be	
			credited for the unused portion of their	
"On Hold"			registration and could reactivate the	High (Critical
Registrations	MCS	2880	vehicle when needed.	for Day 1)
Dealer			The solution shall provide standard	, ,
Provisioning			interfaces to allow 3rd party dealer	
of			solutions to integrate in order to support	High (Critical
Credentials	MCS	2890	titling and IRP.	for Day 1)
Dealer				,
Provisioning			The solution shall provide the ability to	
of			allow dealers to provision Motor Carrier	High (Critical
Credentials	MCS	2885	credentials.	for Day 1)
			The solution shall integrate with SAFER	High (Critical
Integration	MCS	2910	to verify insurance.	for Day 1)
			The solution shall integrate with FMCSA,	High (Critical
Integration	MCS	2900	IFTA and DPS records.	for Day 1)
			The solution shall automate the schedule	
			A and B (supplemental application) in	High (Critical
Integration	MCS	2905	TxIRP and eliminate paper.	for Day 1)
			The solution shall integrate UCR,	
			operating authority (MCCS), TxIRP and	High (Critical
Integration	MCS	2895	OS/OW.	for Day 1)
			The solution shall provide the ability for a	
Legal Entity			carrier to change legal entity structure	High (Critical
Changes	MCS	2915	online.	for Day 1)
			The solution shall provide for one-stop	
			shopping for Motor Carrier services and	
			expand service locations so that all motor	
One Cten			carrier services are available at all	Lliab (Critical
One-Stop	MCS	2920	TxDMV service locations and online self-	High (Critical
Shopping	IVICS	2920	service capabilities are integrated.  The solution shall provide for real time	for Day 1) High (Critical
OOS Flags	MCS	2925	removal of Out-of-Service flags.	for Day 1)
OOS i lags	IVICS	2323	The solution shall provide online self-	101 Day 1)
			service access to all motor carrier	
			services and provide ability to be	High (Critical
Self-Service	MCS	2930	supported by Web Customer Service.	for Day 1)
20 20. 7100	55		The solution shall provide a single	.5. 24, 1,
			portal/web customer self-service solution	
			to provide motor carriers with access to	
			all services and integrate Motor Carrier	High (Critical
Self-Service	MCS	2935	data and applications.	for Day 1)
USDOT			The solution shall provide ability for motor	High (Critical
Number	MCS	2940	carriers to obtain a USDOT number.	for Day 1)

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
USDOT			The solution shall electronically validate	High (Critical
Number	MCS	2945	USDOT numbers.	for Day 1)
				Medium
			The solution shall provide carrier	(Subsequent
Visibility	MCS	2950	insurance exemption information online.	iterations)
			The solution shall provide an interface	
			with IRS Systems for automated	
			verification of payment of Heavy Vehicle	High (Critical
HVUT	MCS	2955	Use Tax (HVUT).	for Day 1)
			The solution shall provide public access	High (Critical
Visibility	MCS	2960	to carrier records (as appropriate).	for Day 1)
			The solution shall provide Law	
			Enforcement with wizards to quickly	
			navigate the data needed for situational	
			awareness in a roadside enforcement	
			stop (e.g., vehicle registration, weight,	
			permits, credentialing/electronic cab card,	High (Critical
Visibility	MCS	2965	IFTA, UCR, IRP).	for Day 1)

# 2.10.2.2 Non-Functional Requirements

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
			The solution shall provide Law	
			Enforcement with 24/7 access to carrier	High (Critical
24/7 access	MCS	2970	information.	for Day 1)
			The solution shall integrate the data in the	
			various motor carrier applications so that	High (Critical
Integration	MCS	2975	data is not entered twice.	for Day 1)
			The solution shall provide Law	
			Enforcement with secure access to motor	High (Critical
Security	MCS	2980	carrier data.	for Day 1)

# 2.10.2.3 Data Requirements

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
			The solution shall capture and provide the	
			ability to report on: Time to process	High (Critical
Metrics	MCS	2850	transaction by type	for Day 1)
			The solution shall capture and provide the	
			ability to report on: Number of IRP	
			registrants based in Texas versus other	High (Critical
Metrics	MCS	2875	jurisdictions.	for Day 1)
			The solution shall capture and provide the	
			ability to report on: Percent of "no	High (Critical
Metrics	MCS	2870	change" audit findings (IRP)	for Day 1)

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
			The solution shall capture and provide the	High (Critical
Metrics	MCS	2865	ability to report on: UCR compliance rate	for Day 1)
			The solution shall capture and provide the	
			ability to report on: Percent of online	High (Critical
Metrics	MCS	2855	service with and without assistance	for Day 1)
			The solution shall capture and provide the	
			ability to report on: Percent of error by	High (Critical
Metrics	MCS	2845	transaction type	for Day 1)
			The solution shall capture and provide the	
			ability to report on: Error rate by service,	High (Critical
Metrics	MCS	2840	channel and location	for Day 1)
			The solution shall capture and provide the	
			ability to report on: Cost by service,	High (Critical
Metrics	MCS	2835	channel and location	for Day 1)
			The solution shall capture and provide the	
			ability to report on: Number of visits to	
			County TACs or TXDMV RCS to put a	High (Critical
Metrics	MCS	2830	new vehicle into service.	for Day 1)
			The solution shall provide business	
			intelligence data capture and reporting in	
			order to monitor value of apportioned	
			plates at dealers and identify apportioned	
			transactions for manual review to ensure	High (Critical
Metrics	MCS	2825	apportioned registration is warranted.	for Day 1)
			The solution shall capture and provide the	
			ability to report on: Number of IRP	
			registrants with Texas as base state	High (Critical
Metrics	MCS	2860	(compare to other states)	for Day 1)

## 2.10.3 Cross-Reference to Future State Use Cases

Primary Actor	Full Use Case Name
TxDMV Staff	ADMIN-1078 Report Performance Metrics
Customer	CRD-1092 Obtain Web Customer Support
Insurance Company	MCD-1205 Set up an insurance company account
Motor Carrier	MCD-1210 Obtain Texas Intrastate Operating Authority (TxDMV Number)
Passenger Carrier	MCD-1215 Obtain Operating Authority (TxDMV Number) for Passenger
	Carrier
Motor Carrier	MCD-1220 Renew Motor Carrier TxDMV Number
Motor Carrier	MCD-1225 Manage Motor Carrier System Account
Insurance Company	MCD-1230 Report Insurance Renewals and Reinstatements for Motor
	Carriers
Consolidated Motor Carrier	MCD-1235 Convert TxDMV Number Registration to Align with a UCR
System	Registration
Motor Carrier	MCD-1240 Reinstate TxDMV Number after a Lapse in Insurance
Law Enforcement	MCD-1245 Request the Revocation of a TxDMV Number
Motor Carrier	MCD-1250 Cancel a TxDMV Number
Law Enforcement	MCD-1255 Verify Motor Carrier Information

Primary Actor	Full Use Case Name
Customer	MCD-1260 Inquire Into a Motor Carrier
TxDMV Credentialing staff	MCD-1265 Perform Unified Carrier Registration (UCR) Outreach
Motor Carrier	MCD-1270 Apply for UCR (Unified Carrier Registration)
Motor Carrier	MCD-1275 Renew Unified Carrier Registration (UCR)
TxDMV Credentialing staff	MCD-1285 Process a refund to a Motor Carrier
TxDMV Credentialing staff	MCD-1290 Request an additional payment due to underpayment
Motor Carrier	MCD-1300 Deactivate USDOT Number
Motor Carrier	MCD-1305 Obtain a USDOT Number
Motor Carrier	MCD-1310 Open an Apportioned Account
TxDMV IRP Staff	MCD-1315 Mail monthly IRP renewal packet
TxDMV IRP Staff	MCD-1320 Renew Apportioned Account
Motor Carrier	MCD-1325 Make Changes to an Apportioned Account
TxDMV IRP Staff	MCD-1330 Process a Refund for an Apportioned Account
TxDMV IRP Staff	MCD-1335 Disburse and Receive Net Apportioned Plate Fees to and from
	Other Jurisdictions
Law Enforcement	MCD-1340 Perform a Record Inquiry on an Apportioned Account
Consolidated Motor Carrier	
System	MCD-1345 Exchange Vehicle Safety Data (PRISM Program)
Motor Carrier	MCD-1350 Override Out-of-Service (OOS) Indicator
Fleet Registrant	MCD-1385 Provide Annual Proof of Payment of Heavy Vehicle Use Tax for
	Fleets
Motor Carrier	VTR-1585 Obtain Token Trailer Plate
Motor Carrier	VTR-1650 Obtain Annual NAFTA Permit
Motor Carrier	VTR-1655 Renew Annual NAFTA Permit
Motor Carrier	VTR-1660 Obtain Weight Increase for NAFTA Trailer
Motor Carrier	VTR-1665 Obtain Replacement of NAFTA Permit Plate
Motor Carrier	VTR-1670 Obtain Refund for NAFTA Permit

#### 2.11 Electronic Cab Cards

## 2.11.1 Background

Motor carriers are issued paper cab cards when the obtain Texas intrastate operating authority. They are required to keep these paper cards in their cabs for verification by law enforcement as needed.

The future state will permit the issuance of electronic cab cards which can be accessed in the cab through mobile devices or laptops.

## 2.11.2 Business Requirements

## 2.11.2.1 Functional Requirements

Requirement Topic	Prefix	Nbr	Requirement Text	Requirement Priority
			The solution shall enable electronic cab	
			cards for motor carriers credentialing and	High (Critical
Cab Cards	ECC	1560	IRP.	for Day 1)
			The solution shall eliminate need for	
			customers to print and carry paper cab	High (Critical
Cab Cards	ECC	1565	cards.	for Day 1)

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
			The solution shall allow for all forms of	High (Critical
Payments	ECC	1570	payment not only ACH debit.	for Day 1)
			The solution shall provide a method for	
			law enforcement with no internet access	
Remote			from their vehicle can verify electronic cab	High (Critical
Access	ECC	1575	cards.	for Day 1)

### 2.11.2.2 Non-Functional Requirements

Requirement Topic	Prefix	Nbr	Requirement Text	Requirement Priority
			The solution shall ensure that more than	
			50% of carriers utilize electronic cab	High (Critical
Service Level	ECC	1580	cards	for Day 1)

### 2.11.2.3 Data Requirements

Requirement Topic	Prefix	Nbr	Requirement Text	Requirement Priority
			The solution shall capture and provide the ability to report on percentage of carriers	
			with electronic cab cards versus paper	High (Critical
Metrics	ECC	1555	cab cards	for Day 1)

#### 2.11.3 Cross-Reference to Future State Use Cases

Primary Actor	Full Use Case Name
TxDMV Staff	ADMIN-1078 Report Performance Metrics
Motor Carrier	MCD-1210 Obtain Texas Intrastate Operating Authority (TxDMV Number)
Passenger Carrier	MCD-1215 Obtain Operating Authority (TxDMV Number) for Passenger Carrier
Motor Carrier	MCD-1220 Renew Motor Carrier TxDMV Number
Motor Carrier	MCD-1225 Manage Motor Carrier System Account
Motor Carrier	MCD-1240 Reinstate TxDMV Number after a Lapse in Insurance
Motor Carrier	MCD-1310 Open an Apportioned Account
TxDMV IRP Staff	MCD-1320 Renew Apportioned Account

## 2.12 Enforce Scofflaw Statewide

#### 2.12.1 Background

State and counties are looking for TxDMV to assist in collecting outstanding fines and fees owed to counties and other state agencies. ("scofflaw" enforcement) within the State of Texas. The To-Be vision is to provide counties with the ability to upload information regarding outstanding fines and fees, and have the registration system check this data during registration renewal and prevent registration when fines and fees are owed to the county.

# 2.12.2 Business Requirements

# 2.12.2.1 Functional Requirements

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
			The solution shall establish a mechanism	
			and interfaces for Texas jurisdictions and	
Capturing			state agencies to record Scofflaw	
Scofflaw	005	4000	fees/judgments tied to unique customer	High (Critical
Fees	SCF	1680	identifier.	for Day 1)
Capturing			The solution shall allow Scofflaw	
Scofflaw	005	4005	payments to be recorded in order to	High (Critical
Fees	SCF	1685	automatically remove the Scofflaw stop.	for Day 1)
			The solution shall provide access and	
Capturing			integration to statewide scofflaw data to	LEST (Octobril
Scofflaw	005	4000	identify vehicle owners owing scofflaw	High (Critical
Fees	SCF	1690	fees.	for Day 1)
Capturing			The colution shall are ide a secolorism	Llimb (Onitional
Scofflaw	005	4005	The solution shall provide a mechanism	High (Critical
Fees	SCF	1695	for all Scofflaw fees owed to be identified.	for Day 1)
Capturing			The solution shall provide the capability	Llimb (Onitional
Scofflaw	005	4700	for counties to update the scofflaw data in	High (Critical
Fees	SCF	1700	real time.	for Day 1)
			The solution shall enable Scofflaw fees to	
			be collected and recorded during any	
			walk-in registration renewal at County	Llimb (Onitional
Callagtian	SCF	4705	TAC or TxDMV Regional Service	High (Critical
Collection	SCF	1705	Centers.	for Day 1)
			The solution shall provide the capability to accurately track scofflaw fees collected	
			for each county regardless of where the	High (Critical
Fee Tracking	SCF	1710	fees have been collected.	for Day 1)
ree Hacking	301	1710	The solution shall include county as well	101 Day 1)
			as state imposed fees and court	High (Critical
Fees	SCF	1715	judgments.	for Day 1)
Prevent	301	1713	The solution shall enforce the payment of	High (Critical
Renewals	SCF	1725	Scofflaw fees during renewal registration.	for Day 1)
Renewals	301	1723	The solution shall ensure that outstanding	101 Day 1)
			scofflaw fees are collected from the	
			vehicle owner before renewing	
			registration, regardless of which service	
Prevent			channel is selected for the renewal	High (Critical
Renewals	SCF	1750	transaction.	for Day 1)
. Corro vvaro	001	.,,00	The solution shall stop registration	.o. Day 1)
Prevent			renewals through all service channels	High (Critical
Renewals	SCF	1745	until scofflaw fees have been paid.	for Day 1)
1 torio wais	001	1743	The solution shall integrate with	101 Day 1)
Prevent			Registration renewals business	High (Critical
Renewals	SCF	1740	processes to enforce the scofflaw.	for Day 1)
1/CIICWai3	JOI.	1740	processes to enitorce the scolliaw.	ioi Day I)

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
			The solution shall enforce the following	
			business rule: For registration of a newly	
Prevent			purchased vehicle at a dealer location,	High (Critical
Renewals	SCF	1730	Scofflaw will not be enforced.	for Day 1)
			The solution shall prevent registration	
			renewals until outstanding Scofflaw fees	
Prevent			and judgments for all counties have been	High (Critical
Renewals	SCF	1720	paid.	for Day 1)
			The solution shall enforce the following	
			business rule: For internet self-service	
			renewal registrations found to have	
			scofflaw fees outstanding, renewal will be	
			prevented and the customer will be	
Prevent			directed to visit a County TAC or TxDMV	High (Critical
Renewals	SCF	1735	Regional Service	for Day 1)
			The solution shall provide online access	High (Critical
Visibility	SCF	1755	to Scofflaw data at all service locations.	for Day 1)

# 2.12.2.2 Non-Functional Requirements

Requirement Topic	Prefix	Nbr	Requirement Text	Requirement Priority
			The solution shall include system	
			changes needed to support the Scofflaw	High (Critical
Visibility	SCF	1760	Enforcement program.	for Day 1)

# 2.12.2.3 Data Requirements

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
			The solution shall capture and provide the	
			ability to report on: Number of vehicle	
			registrations that expire when scofflaw	High (Critical
Metrics	SCF	1670	fees are owed	for Day 1)
			The solution shall capture and provide the	
			ability to report on: Percent change in	
			the amount of scofflaw fees collected	High (Critical
Metrics	SCF	1665	statewide	for Day 1)
			The solution shall capture and provide the	
			ability to report on: Amount of scofflaw	
			fees collected as part of registration	High (Critical
Metrics	SCF	1660	renewal	for Day 1)
			The solution shall capture and provide the	
			ability to report on: Percent of	
			registrations stopped due to outstanding	High (Critical
Metrics	SCF	1655	scofflaw fees	for Day 1)

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
			The solution shall capture and provide the	
			ability to report on: Percent of vehicle	
			registrations that expire when scofflaw	High (Critical
Metrics	SCF	1675	fees are owed	for Day 1)

#### 2.12.3 Cross-Reference to Future State Use Cases

Primary Actor	Full Use Case Name
TxDMV Staff	ADMIN-1078 Report Performance Metrics
Motoring Public	VTR-1520 Renew Registration
County TAC	VTR-1845 Update Scofflaw Entries

### 2.13 Paperless Workflow

#### 2.13.1 Background

Currently TxDMV processes are highly paper intensive:

- Title application forms and attachments are moved from dealers, through County TAC, to Title Control Services, VDM and Global 360; if errors are detected, the papers tend to flow in the reverse direction.
- Salvage dealer surrendered titles are submitted to the TxDMV Regional Service Centers and to either TCS or Global 360.
- Texas titles surrendered out of state flow first to HQ scanning centers and then to Global 360.

Given the volume of paper resulting from 8-10 million annual transactions, these processes are expensive and incur significant overhead due to paper storage, copying of paper, managing paper inventory, and the cost of transport.

#### 2.13.2 Business Requirements

#### 2.13.2.1 Functional Requirements

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
			The solution shall utilize forms with pre-	
			printed barcodes to support automatic	High (Critical
Barcodes	WRK	4015	indexing.	for Day 1)
			The solution shall print barcodes on the	
			"death certificates" to facilitate bulk	
			mailing back to the salvage dealers and	High (Critical
Barcodes	WRK	4020	insurance companies.	for Day 1)

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
			The solution shall issue Texas titles	
			with barcodes on them so that when	
			they are surrendered the barcode can	
			be used to update TxDMV registration	Lliab (Critical
Barcodes	WRK	4025	and titling systems and facilitate indexing of the scanned images.	High (Critical for Day 1)
barcodes	VVIXIX	4023	The solution shall provide the ability to	TOT Day 1)
			electronically link new documents to	
			historical documents in order to	
Comprehensive			maintain a comprehensive image	High (Critical
File	WRK	4030	history/file.	for Day 1)
			The solution shall incorporate system	High (Critical
Data Validation	WRK	4035	edits to validate dealer numbers.	for Day 1)
			The solution shall incorporate system	
Data Validation	MDK	1010	edits to validate surrendered title	High (Critical
Data Validation	WRK	4040	numbers and VINs.  The solution shall provide for	for Day 1)
			automated redaction (for compliance	
			with DPPA) of protected information	High (Critical
DPPA	WRK	4050	from the scanned images.	for Day 1)
			The solution shall capture and provide	,
			the ability to identify protected	
			information that customers may have	
			written on application forms and	
			supporting documents, even though it	
			might not be required. If this information is not redacted from the	High (Critical
DPPA	WRK	4045	scanned	for Day 1)
Fraud			The solution shall provide tools to assist	High (Critical
Detection	WRK	4055	in identifying fraudulent titles, etc.	for Day 1)
			The solution shall provide the ability for	
			insurance companies to correct errors	
Insurance			related to owner retained salvage and	High (Critical
Companies	WRK	4065	non-repairable vehicles online.	for Day 1)
			The solution shall provide an automated	
Insurance			ability for insurance companies to apply for the assignment of a salvage or non-	High (Critical
Companies	WRK	4070	repairable vehicle online.	for Day 1)
2 on pariloo		.5.0	The solution shall enable insurance	.5. 24, 1,
			companies to scan their supporting	
			documentation themselves and submit	
			images of them as part of their	
			transaction. The surrendered titles	
Insurance	NA/PI	40==	would need to be sent to Global 360 for	High (Critical
Companies	WRK	4075	shredding.	for Day 1)

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
			The solution shall provide detailed	
			reports on the transactions submitted	
			by insurance companies on owner-	
Insurance			retained salvage and non-repairable vehicles for use in detecting and	High (Critical
Companies	WRK	4060	addressing issues.	for Day 1)
Companies	VVICE	1000	The solution shall provide online	ioi bay i)
			NMVTIS functionality to eliminate the	
NMVTIS			need for other jurisdictions to return	High (Critical
interface	WRK	4080	surrendered Texas titles to TxDMV.	for Day 1)
			The solution shall provide online	
			NMVTIS functionality to eliminate the	
NMVTIS	14/51/	400=	need to return surrendered out-of-state	High (Critical
interface	WRK	4085	titles to the jurisdictions of origin.	for Day 1)
			The solution shall utilize the data	
			reported by salvage dealers and insurance companies to update TxDMV	
Real Time			registration and titling systems in real	High (Critical
Updates	WRK	4090	time.	for Day 1)
o prosection			The solution shall update TxDMV	101 = 0.9 19
			registration and titling systems in real	
Real Time			time as soon as the transaction is	High (Critical
Updates	WRK	4095	reviewed and released.	for Day 1)
			The solution shall eliminate the	
Replace Paper	14/51/		requirement for any unneeded	High (Critical
Flow	WRK	4115	documents to be collected and imaged.	for Day 1)
			The solution shall reduce/eliminate the flow of paper submitted at County	
			TACs, subcontractors and dealers and	
Replace Paper			utilize electronic workflow to support	High (Critical
Flow	WRK	4110	paperless error corrections.	for Day 1)
			The solution shall minimize the	,
			handoffs involved with routing paper	
Replace Paper			documents from the point of intake to	High (Critical
Flow	WRK	4105	final document scanning.	for Day 1)
			The solution shall replace paper flow	
D. H. D. H.			with electronic transactions, especially	LEST (ORIGINAL
Replace Paper	WDV	4100	the paper flow originating from TAC vehicle transfer transactions.	High (Critical
Flow	WRK	4100	The solution shall provide online error	for Day 1)
			reports, detailed by type of error and	
			location that can be self-generated by	
			County TACs for use in analyzing	
			causes of errors and the nature of	High (Critical
Reporting	WRK	4125	needed corrections.	for Day 1)

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
1000	1 101111		The solution shall have the capability to	11101111
			produce detailed reports on the	
			transactions submitted by salvage	
			dealers and insurance companies for	High (Critical
Reporting	WRK	4120	use in detecting and addressing issues.	for Day 1)
-13			The solution shall provide the capability	, ,
			for County TACs, subcontractors and	
			dealers to scan applications and	
Scan at Point			supporting documents at the point of	High (Critical
of Entry	WRK	4130	entry.	for Day 1)
,			The solution shall Scan applications	, ,
			and supporting documents as close to	High (Critical
Scanning	WRK	4135	the point of entry as possible.	for Day 1)
			The solution shall provide paperless	,
			workflow for the intake of surrendered	
Surrendered			out-of-state titles and Texas titles	High (Critical
out of state	WRK	4140	surrendered in other jurisdictions.	for Day 1)
			The solution shall provide automated	
			notification to other jurisdictions to send	
Surrendered			surrendered Texas Titles directly to	High (Critical
TX Titles	WRK	4145	Global 360 for scanning and shredding.	for Day 1)
			The solution shall provide the online	,
			ability to track the status and progress	High (Critical
Visibility	WRK	4150	on all submitted documentation.	for Day 1)
,			The solution shall make scanned	
			images available online to all actors in	High (Critical
Visibility	WRK	4155	the titling process.	for Day 1)
			The solution shall enable County TACs	
			to forward routine title applications and	
			supporting documents directly to Global	High (Critical
Workflow	WRK	4240	360.	for Day 1)
			The solution shall provide paperless	
			workflow to support the Title Control	
			Services staff at Headquarters in the	
			review all complex titling transactions	
			and paperwork submitted by the County	High (Critical
Workflow	WRK	4250	TACs.	for Day 1)
			The solution shall provide paperless	
			workflow to enable TxDMV Title Control	
			Services in sending paperwork back to	
			the respective County TAC if errors are	High (Critical
Workflow	WRK	4255	found.	for Day 1)
			The solution shall provide paperless	
			workflow to support scanned images of	
			routine titling transactions to be audited	
			randomly in TCS prior to releasing the	High (Critical
Workflow	WRK	4260	transactions for title issuance.	for Day 1)

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
10010	i i onx		The solution shall provide the ability for	
			title and registration transactions to be	
			rejected and/or corrected while "in	
			progress" to reduce the volume of title	High (Critical
Workflow	WRK	4265	rejects and voids.	for Day 1)
			The solution shall enable insurance	10. 20., 1,
			companies to send the documentation	
			supporting these reports directly to	High (Critical
Workflow	WRK	4290	Global 360 for scanning and shredding.	for Day 1)
			The solution shall provide a paperless	, ,
			workflow to enable County TACs to	
			forward complex title applications and	
			supporting documents to Title Control	High (Critical
Workflow	WRK	4245	Services.	for Day 1)
			The solution shall provide the ability to	, ,
			create and mail a new receipt to the	
			customer when corrections have been	High (Critical
Workflow	WRK	4270	made prior to title issuance.	for Day 1)
			The solution shall utilize electronic	
			workflow to facilitate County TAC	
			review of subcontractor and dealer	
			transactions, including the capability to	
			send transactions with errors back to	High (Critical
Workflow	WRK	4275	the point of origin for correction.	for Day 1)
			The solution shall provide an online,	
			self-service application for insurance	
			companies to use in reporting owner-	
			retained salvage and non-repairable	High (Critical
Workflow	WRK	4285	vehicles.	for Day 1)
			The solution shall replace the paper	
			based title transaction at the County	High (Critical
Workflow	WRK	4190	TACs.	for Day 1)
			The solution shall provide an audit	
			function at Global 360 where a sample	
			of supporting documentation is	
			reviewed to identify fraudulent titles,	High (Critical
Workflow	WRK	4295	etc.	for Day 1)
			The solution shall provide the ability for	
			TxDMV staff to review the electronic	
			application and scanned images before	High (Critical
Workflow	WRK	4300	releasing the transactions.	for Day 1)
			The solution shall utilize electronic	
			workflow to facilitate TCS review of	
			titling transactions, including the	
			capability to send transactions with	
			errors back to the point of origin for	High (Critical
Workflow	WRK	4280	correction.	for Day 1)

Requirement	Duefin	Allen	Demoinement Toy	Requirement
Topic	Prefix	Nbr	Requirement Text  The solution shall provide a paper-free,	Priority
			electronic workflow process for error	High (Critical
Workflow	WRK	4175	corrections.	for Day 1)
VVOIKIIOW	VVICIO	4175	The solution shall implement paperless	101 Day 1)
			workflow for Salvage dealer	High (Critical
Workflow	WRK	4200	surrendered titles.	High (Critical for Day 1)
VVOIKIIOW	WKK	4200	The solution shall eliminate the	101 Day 1)
			duplicative reporting requirements	
			(AAMVA) for junk, demolished and	High (Critical
Workflow	WRK	4235	salvage vehicles.	for Day 1)
VVOIKIIOW	VVICK	4233	The solution shall replace this paper	101 Day 1)
			intensive process with paperless	
			workflow: Title application forms and	
			attachments moving from dealers,	
			through County TAC, to Title Control	High (Critical
Workflow	WRK	4160	Services, VDM and Global 360.	for Day 1)
VVOIKIIOW	VVICK	4100	The solution shall replace this paper	101 Day 1)
			intensive process with paperless	
			workflow: Texas titles surrendered out	
			of state flow first to HQ scanning	High (Critical
Workflow	WRK	4170		• ,
VVOIKIIOW	WKK	4170	centers and then to Global 360.	for Day 1)
			The solution shall replace the current manual processing of surrendered titles	
			from salvage dealers, insurance	High (Critical
Workflow	WRK	4180	companies, and other jurisdictions.	for Day 1)
VVOIKIIOW	VVIXIX	4100	The solution shall eliminate the current	101 Day 1)
			manual processing of surrendered titles	
			from salvage dealers, insurance	High (Critical
Workflow	WRK	4185	companies, and other jurisdictions.	for Day 1)
VVOIKIIOW	VVIXIX	4100	The solution shall include an audit	101 Day 1)
			function at Global 360 where a sample	
			of surrendered titles is physically	
			reviewed to identify fraudulent titles,	High (Critical
Workflow	WRK	4225	etc.	• ,
VVOIKIIOW	VVIXIX	4220	The solution shall implement paperless	for Day 1)
			workflow for: Paper origination form	
			insurance companies for reporting of	High (Critical
Workflow	WRK	4205	junked, demolished and total losses.	for Day 1)
VVOIKIIOW	VVIXIX	4200	The solution shall provide an online	TOI Day 1)
			self-service application for salvage	
			dealers and Insurance Companies to	
			·	High (Critical
Workflow	MDM	1210	use to report junked, demolished, and total loss vehicles.	High (Critical
VVOIKIIOW	WRK	4210	total ioss veriicies.	for Day 1)

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
			The solution shall provide the ability for	
			salvage dealers and insurance	
			companies to scan their surrendered	
			titles themselves and submit images of	
			them as part of their transactions. The	
			surrendered titles would need to be	High (Critical
Workflow	WRK	4230	sent to Global 360 for shredding.	for Day 1)
			The solution shall automatically trigger	
			the printing of the "death certificates" for	
			vehicles out of the TxDMV registration	High (Critical
Workflow	WRK	4215	and titling systems.	for Day 1)
			The solution shall replace this paper	
			intensive process with paperless	
			workflow: Salvage dealer surrendered	
			titles are submitted to the TxDMV	
			Regional Service Centers and to either	High (Critical
Workflow	WRK	4165	TCS or Global 360.	for Day 1)
			The solution shall provide the ability for	
			salvage dealers and insurance	
			companies to send the surrendered	
			titles supporting these transactions	
			directly to Global 360 for scanning and	High (Critical
Workflow	WRK	4220	shredding.	for Day 1)
			The solution shall replace the paper-	
			based Out of State surrendered title	High (Critical
Workflow	WRK	4195	process flow.	for Day 1)

## 2.13.2.2 Non-Functional Requirements

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
Disaster			The solution shall provide for disaster	High (Critical
Recovery	WRK	4305	recovery and business continuity.	for Day 1)
			The solution shall be able to	
			accommodate scanning, indexing, and	
			paperless workflow from paper currently	
			resulting from 8 -10 million annual	High (Critical
Volume	WRK	4310	transactions.	for Day 1)

### 2.13.2.3 Data Requirements

Requirement Topic	Prefix	Nbr	Requirement Text	Requirement Priority
			The solution shall capture and provide the	
			ability to report: Percent change in the	High (Critical
Metrics	WRK	4000	number of title rejects/voids	for Day 1)

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
			The solution shall capture and provide the	
			ability to report: time for correcting titling	High (Critical
Metrics	WRK	3995	errors from the time they are identified	for Day 1)
			The solution shall capture and provide the	
			ability to report: Percentage change in	
			staff processing costs for completing	
			owner retained salvage and non-	High (Critical
Metrics	WRK	4010	repairable transactions	for Day 1)
			The solution shall capture and provide the	
			ability to report: time between completing	
			a transaction and having the requested	High (Critical
Metrics	WRK	3980	title released, printed and mailed.	for Day 1)
			The solution shall capture and provide the	
			ability to report: time for imaging	High (Critical
Metrics	WRK	3990	documents from the time of intake	for Day 1)
			The solution shall capture and provide the	
			ability to report: Percent change in staff	
			processing costs for completing	High (Critical
Metrics	WRK	4005	salvage/non-repairable transactions	for Day 1)
			The solution shall capture and provide the	
			ability to report: time for having an	High (Critical
Metrics	WRK	3985	original title released.	for Day 1)

# 2.13.3 Cross-Reference to Future State Use Cases

Primary Actor	Full Use Case Name
TxDMV Staff	ADMIN-1076 Archive Paperwork
TxDMV Staff	ADMIN-1077 Process Incoming Documents and Initiate Workflow
TxDMV Staff	ADMIN-1078 Report Performance Metrics
Motor Carrier	MCD-1240 Reinstate TxDMV Number after a Lapse in Insurance
Motor Carrier	MCD-1250 Cancel a TxDMV Number
Motor Carrier	MCD-1310 Open an Apportioned Account
TxDMV IRP Staff	MCD-1320 Renew Apportioned Account
TxDMV IRP Staff	MCD-1330 Process a Refund for an Apportioned Account
TxDMV IRP Staff	MCD-1335 Disburse and Receive Net Apportioned Plate Fees to and
	from Other Jurisdictions
Fleet Registrant	MCD-1365 Apply for fleet registration
Fleet Registrant	MCD-1370 Renew Fleet Registrations
Fleet Registrant	MCD-1380 Apply for Token Fleet Registration
Fleet Registrant	MCD-1385 Provide Annual Proof of Payment of Heavy Vehicle Use Tax
	<u>for Fleets</u>
Salvage Dealer	VTR-1600 Process Surrendered Junk/Salvage Titles
TxDMV VDM Staff	VTR-1635 Distribute VTR Error Report
TxDMV Staff	VTR-1770 Release/Reject Title Transaction
TxDMV VDM Staff	VTR-1805 Monitor Apportioned Titles
non-profit organization	VTR-1815 Obtain Operational Legal Restraint
TxDMV Specialty License Plate	
Staff	VTR-1840 Obtain Assignment of Salvage/Non-Repairable Title

Primary Actor	Full Use Case Name
Customer	VTR-1855 Obtain Certificate of Authority for Abandoned Vehicle
Insurance Company	VTR-1860 Obtain Certificate of Authority for Insurance Company to
	<u>Dispose of Vehicle</u>
Storage Owner	VTR-1865 Obtain Certificate of Authority (COA) for Tow Truck or
	Storage
Internal Triggered Use Cases	VTR-1885 Correct Vehicle Records

# 2.14 Online Self-Service Supply Ordering

### 2.14.1 Background

The current process for the County TACs, dealers, subcontractors and internal business units for ordering of supplies and material is a paper driven process facilitated through email and paper printouts of the orders. Orders are manually entered multiple times, printed and moved, often by paper. This process involves multiple hand-off and is inefficient.

In addition, multiple stores of controlled stock require labor intensive monitoring today; TxDMV is looking to reduce inventory levels by automating standard orders based on stock-on-hand and historical demand.

#### 2.14.2 Business Requirements

#### 2.14.2.1 Functional Requirements

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
			If an item is "out of stock" at the time an	
			order is created, the solution shall provide	
			the ability to send an alert to the customer	High (Critical
Alerts	ORD	3840	but accept the order any way.	for Day 1)
			The solution shall provide customer alerts	High (Critical
Alerts	ORD	3845	and estimated shipping timeframes.	for Day 1)
			The solution shall provide the capability to	
			set rules by inventory item to control	
Business			inventory costs and deter supply	High (Critical
Rules	ORD	3850	stockpiling.	for Day 1)
			The solution shall provide the capability to	
			set account parameters (\$ thresholds,	
			authorized users, etc.) for each TxDMV	
Business			work area, County TAC, and	High (Critical
Rules	ORD	3855	Subcontractor.	for Day 1)
Data			The solution shall provide edits to ensure	High (Critical
Validation	ORD	3860	inventory cost controls.	for Day 1)
			The solution shall integrate the agency's	
			inventory system with its transaction	
			processing system(s) to accommodate	
			accurate accounting for use of secure	High (Critical
Integration	ORD	3870	stock items.	for Day 1)

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
Торіс	TICHA	1461	The solution shall provide standard	THOTILY
			interfaces to allow integration with	
			individual supplier systems with the new	Medium
			TxDMV ordering system for direct receipt	(Subsequent
Integration	ORD	3865	of online orders.	iterations)
Inventory	OND	0000	The solution shall minimize on-hand stock	High (Critical
Control	ORD	3875	based on needs/use.	for Day 1)
00111101	0.12		The solution shall provide the capability in	101 249 17
			the inventory system to track the daily	
			usage of title stock by the Austin Data	
			Center and use this data to trigger	
			automatic replenishment for the Austin	High (Critical
Re-ordering	ORD	3885	Data Center.	for Day 1)
<u> </u>			The solution shall provide the capability	,
			track daily usage of stock by location and	
			use this data to trigger automatic	High (Critical
Re-ordering	ORD	3890	reordering.	for Day 1)
5			The solution shall provide the capability to	, ,
			set automatic triggers (reorder points)	
			based on historic and current usage of	High (Critical
Re-ordering	ORD	3895	each supply/inventory item.	for Day 1)
<u> </u>			The solution shall provide the ability for	, ,
			County TAC, Subcontractor or TxDMV	
			work area to choose frequency of	High (Critical
Re-ordering	ORD	3900	automatic reorder points.	for Day 1)
			The solution shall provide automated re-	High (Critical
Re-ordering	ORD	3880	ordering capabilities.	for Day 1)
			The solution shall provide reports on	High (Critical
Reporting	ORD	3905	order activity.	for Day 1)
			The solution shall provide the ability for	-
			County TACs, Subcontractors, TxDMV	
			Regional Service Centers and other DMV	
			staff to submit orders electronically	High (Critical
Scope	ORD	3930	directly to the suppliers.	for Day 1)
			The solution shall be a centralized,	
			integrated online ordering system for all	
			TxDMV staff, TACs and subcontractors	
			for all supplies, including pre-addressed	
			window envelopes, secure title stock,	High (Critical
Scope	ORD	3910	plates, stickers.	for Day 1)
			The solution shall eliminate the need for	High (Critical
Scope	ORD	3915	manual order processing	for Day 1)
			The solution shall include ordering for the	
			following supplies: Pre-addressed	
			envelopes, Title paper, plates, stickers,	High (Critical
Scope	ORD	3920	computer equipment and printer supplies.	for Day 1)
			The solution shall provide centralized	High (Critical
Scope	ORD	3925	online ordering for all supplies and secure	for Day 1)

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
			inventory items	
			The solution shall use document control	
			numbers to account for secure inventory	
			items issued to customers as part of a	
_			transaction and post these numbers to	
Secure			the TxDMV registration and titling	High (Critical
Inventory	ORD	3935	systems record.	for Day 1)
			The solution shall ensure the secure	
			inventory items are recorded in the	
Secure			agency's inventory system prior to	High (Critical
Inventory	ORD	3940	shipping.	for Day 1)
			The solution shall ensure only authorized	High (Critical
Security	ORD	3945	staff can order supplies and inventory.	for Day 1)
			The solution shall control the number of	High (Critical
Security	ORD	3950	authorized users at each location.	for Day 1)
			The solution shall identify "exceptions"	
			that may require manual review of supply	High (Critical
Security	ORD	3955	ordering.	for Day 1)
			The solution shall provide the capability	
			for authorized users to view the status of	High (Critical
Visibility	ORD	3960	all orders online.	for Day 1)

# 2.14.2.2 Non-Functional Requirements

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
			The solution shall be capable of providing	
			electronic ordering to 256 Counties,	
			numerous dealers, sub contractors and	High (Critical
Scope	ORD	3965	TxDMV internal customers.	for Day 1)
			The solution shall meet the following	
			service level target for time from order	High (Critical
Service Level	ORD	3970	placement to fulfillment: 5 days	for Day 1)

## 2.14.2.3 Data Requirements

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
			The solution shall capture and provide the	
			ability to report on: Cost of inventory on-	High (Critical
Metrics	ORD	3815	hand	for Day 1)
			The solution shall capture and provide the	
			ability to report on the length of time it	
			takes to obtain ordered supplies and	High (Critical
Metrics	ORD	3835	secure inventory.	for Day 1)

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
			The solution shall capture and provide the	
			ability to report on: Staffing costs related	
			to inventory management of supplies and	High (Critical
Metrics	ORD	3830	secure inventory items	for Day 1)
			The solution shall capture and provide the	
			ability to report on: Number of times an	High (Critical
Metrics	ORD	3820	item is in an "out-of-stock" status	for Day 1)
			The solution shall capture and provide the	
			ability to report on: Shipping cost per	High (Critical
Metrics	ORD	3810	item	for Day 1)
			The solution shall capture and provide the	
			ability to report on: Percentage of	
			ordered items that are delayed due to an	High (Critical
Metrics	ORD	3825	"out-of-stock" status	for Day 1)

#### 2.14.3 Cross-Reference to Future State Use Cases

Primary Actor	Full Use Case Name
TxDMV Administrative Services Staff	ADMIN-1035 Obtain a Supply of Title Stock
TxDMV Staff	ADMIN-1078 Report Performance Metrics
Customer	CRD-1092 Obtain Web Customer Support
County TAC Staff	VTR-1560 Order Supplies
Dealer/County Subcontractor	VTR-1580 Order Dealer/Subcontractor Equipment and Setup

## 2.15 Direct Shipping of Plates, Stickers

#### 2.15.1 Background

Currently, each County TAC office stocks license plates and stickers to issue to customers upon vehicle registration or renewal.

The future state proposes shipping of all plates, stickers and registration receipts directly to the customer from a central location.

Direct shipping eliminates the need for customers to visit a service location (TAC Office or dealer) to obtain a metal plate, and stickers, regardless of the service location or service channel selected by the customer for registration services. Customers who choose to renew online could have their plates and stickers shipped directly to them.

Shipping all plates, stickers and registration receipts from a central location directly to the customer via U.S mail once the registration transaction has been completed will reducing inventory costs and the costs of monitoring secure stock at multiple locations. Include all standard issue plates, dealer plates, specialty plates, and souvenir plates. This would also allow County TAC's subcontractor locations to order plates for customers who require new plates with registration renewal.

Plate inventories would be eliminated at all locations except Huntsville. Dealers would be offered a choice of whether to have the plates shipped directly to the customer, or to the dealer location.

### 2.15.2 Business Requirements

### 2.15.2.1 Functional Requirements

Requirement	Duefin	NII.	Daminom out Tout	Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
			If an item is "out of stock" at the time an	
			order is created, the solution shall provide	High (Critical
Alerts	SHP	1420	the ability to send an alert to the customer	High (Critical for Day 1)
Alerts	SHE	1420	and accept the order any way.  The solution shall provide alerts (such as	• •
Alerts	SHP	1415		High (Critical for Day 1)
	SHE	1415	out of stock) and estimated shipping time.  The solution shall provide address	High (Critical
Data Validation	SHP	1425	validation to help ensure mail delivery.	for Day 1)
Validation	SHE	1425	The solution shall eliminate the need for	101 Day 1)
			customers to visit a service location (TAC	
			Office or Dealer) to obtain a metal plate,	
			stickers, and registration receipts,	
			regardless of the service location or	
Direct			service channel selected by the customer	High (Critical
Shipping	SHP	1430	for registration services.	for Day 1)
Ginpping	0	1 100	The solution shall provide for shipping all	101 Day 1)
			plates, stickers and registration receipts	
			from a central location directly to the	
			customer via U.S mail once the	
Direct			registration transaction has been	High (Critical
Shipping	SHP	1435	completed.	for Day 1)
11 0			The solution shall include direct shipping	, ,
			of all standard issue plates, dealer plates,	
Direct			specialty plates, and souvenir plates from	High (Critical
Shipping	SHP	1440	a central location.	for Day 1)
			The solution shall include direct shipping	,
			of all replacement plates, stickers and	
			registration cards for situations of loss,	
			theft and mutilation and whenever plate	
			replacement accompanies registration	
Direct			renewals at the TAC's subcontractor	High (Critical
Shipping	SHP	1445	locations.	for Day 1)
			The solution shall provide the capability to	
			mail all plates (including specialty and	
			dealer plates), stickers, and registration	
Direct			receipts together as a "registration	High (Critical
Shipping	SHP	1450	packet" from a central location.	for Day 1)
			The solution shall result in the elimination	
			of plate inventory at all locations except	High (Critical
Inventory	SHP	1455	Huntsville.	for Day 1)

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
			The solution shall ensure there is enough	
			plate inventory on hand to ensure	
			continuity of service when there are	High (Critical
Inventory	SHP	1460	prison lockdowns.	for Day 1)
			The solution shall provide the ability for	
			inventory system to pre-populate the	
			license plate number on the TxDMV registration and titling systems record	
License Plate			when the plate transaction is processed	High (Critical
Numbers	SHP	1470	at the central location.	for Day 1)
	<b>O</b>	0	The solution shall integrate plate	10. 20, 1,
			production and mailing with the E-Tag	
			system so that E-Tags issued by dealers	
			will have the same plate number as the	
License Plate			metal plate that will be mailed to the	High (Critical
Numbers	SHP	1465	customer.	for Day 1)
			The solution shall update the TxDMV	
Real Time	0115	4.475	registration and titling systems in real time	High (Critical
Updates	SHP	1475	as plates are issued and mailed.	for Day 1)
			The solution shall provide the ability for	
			the system to print the registration receipt and sticker for the customer at the time	
			the plate is issued and the registration	
			packet is prepared for centralized mailing	High (Critical
Receipts	SHP	1485	so that it can be included in the packet.	for Day 1)
•			The solution shall provide integration with	,
			the registration receipt printing system	
			application so that County TAC receipt	
			copies can be received and stored	High (Critical
Receipts	SHP	1480	electronically.	for Day 1)
			The solution shall provide customers with	
			the option to have plates, stickers and	
Shipping			registration cards mailed overnight for an additional fee, passing the expedited fee	High (Critical
Options	SHP	1490	on to the customer.	for Day 1)
Орионо	Orn	1400	If a dealer has financed a purchased	101 Day 1)
			vehicle, the solution shall require the	
			plate, sticker and registration receipt to be	
Shipping			mailed to the dealer for delivery to the	High (Critical
Options	SHP	1495	customer.	for Day 1)
			The solution shall provide the ability for	
			customer to request that plate, sticker and	
Shipping		4====	registration receipt be mailed to their	High (Critical
Options	SHP	1500	County TAC or dealer, if desired.	for Day 1)
Status			The solution shall provide the ability to	High (Critical
Status	SHP	1505	check order/shipping status online or by phone/IVR.	High (Critical
Visibility	SITE	1303	ριιοπε/ινις.	for Day 1)

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
			The solution shall provide the capability to	
			track order status and make it available	
Status			online for customers and TxDMV/TAC	High (Critical
Visibility	SHP	1510	staff.	for Day 1)
			The solution shall ensure that the correct	
			number of stickers is produced, based on	
			vehicle type, eliminating the current	High (Critical
Stickers	SHP	1515	voiding of unneeded stickers.	for Day 1)
			The solution shall provide the capability to	
			assign stickers (or produce them in real	
			time) and affix them to registration	
			receipts in batch production mode at the	High (Critical
Stickers	SHP	1520	central location.	for Day 1)
			The solution shall provide the capability to	
			accurately bundle the desired plate with	
			the related sticker and registration receipt	High (Critical
Stickers	SHP	1525	for mailing.	for Day 1)
			The solution shall provide the ability for	
			County TACs to print temporary insignia	
Temporary			to be displayed on vehicles until plates	High (Critical
Insignia	SHP	1530	arrive in the mail.	for Day 1)

#### 2.15.3 Cross-Reference to Future State Use Cases

Primary Actor	Full Use Case Name
TxDMV Administrative Services Staff	ADMIN-1030 Fulfill License Plate and Sticker Order
Motor Carrier	MCD-1225 Manage Motor Carrier System Account
Motor Carrier	MCD-1310 Open an Apportioned Account
Fleet Registrant	MCD-1380 Apply for Token Fleet Registration
Vehicle Owner	VTR-1470 Apply for Texas Certificate of Title and Registration
Dealer	VTR-1475 Submit Dealer Title Transactions
Motoring Public	VTR-1545 Replace Lost, Stolen, Mutilated Plate/Sticker
Motoring Public	VTR-1550 Order Specialty Plates
Motor Carrier	VTR-1585 Obtain Token Trailer Plate
TxDMV Regional Service Center Staff	
	VTR-1645 Conduct Annual County TAC Audit
Motoring Public	VTR-1920 Correct Specialty License Plate Registration Errors

# 2.16 Centralized Processing of Renewals

### 2.16.1 Background

Today, each County TAC has established processes for handling mailed registration renewals. Several of the larger County TACs have developed and procured sophisticated mail sorting, opening and remittance process technologies to automate the processing of renewal mail. These initiatives may have resulted in significant cost savings and reductions in NSF checks

received. However, for the majority of County TACs, these processes are manual, time consuming and highly paper intensive.

### 2.16.2 Business Requirements

### 2.16.2.1 Functional Requirements

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
			The solution shall provide the ability for all	
Centralized			mail-in registration renewals to be sent by	High (Critical
Processing	CPR	1020	customers to a single processing location.	for Day 1)
			The solution shall provide address	
Data			validation to help ensure mail delivery of	High (Critical
Validation	CPR	1025	stickers and registration receipts.	for Day 1)
			The solution shall provide system edits	
			that will automatically kick out exceptions	
Data			for manual review, such as for address	High (Critical
Validation	CPR	1030	changes.	for Day 1)
			The solution shall provide the ability to	
			mail processed renewals to customers in	
			envelopes displaying the County TAC	
			information for the customer's county of	
			residence as reflected in TxDMV	High (Critical
Envelopes	CPR	1035	registration and titling systems.	for Day 1)
			The solution shall record NSF indicators	
			in TxDMV registration and titling systems	
			to stop registration until the uncollected	High (Critical
NSF Fees	CPR	1040	fees have been paid.	for Day 1)
			The solution shall utilize TxDMV	
			registration and titling systems data on	
			county of residence to account for and	
Renewal			distribute the appropriate funds to each	High (Critical
Funds	CPR	1050	county.	for Day 1)
			The solution shall provide the capability to	
			report on funds collected with detailed	
			breakdowns on the number of	
			transactions and fee amounts distributed	
Renewal			to the County TACs. Reports shall be	High (Critical
Funds	CPR	1055	available to the TACs.	for Day 1)
			The solution shall provide reduced credit	
Renewal			card fees by utilizing a central contract	High (Critical
Funds	CPR	1060	with rates based on larger volumes.	for Day 1)
			The solution shall ensure that the	
			automated remittance processing	
			application accurately credits the funds to	
			the county of residence of the vehicle	
			owner and provides regular reports to the	
Renewal			County TACs summarizing the funds	High (Critical
Funds	CPR	1065	collected on their behalf.	for Day 1)

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
			The solution shall transmit registration	
			renewal funds electronically in overnight	
Renewal			batch. Checks shall be deposited via	High (Critical
Funds	CPR	1045	overnight batch electronic funds transfer.	for Day 1)
			The solution shall provide the system capability to suppress the production of registration receipts and stickers at the	
			time of transaction processing at County	High (Critical
Stickers	CPR	1070	TACs.	for Day 1)

## 2.16.2.2 Non-Functional Requirements

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
			The solution shall provide the centralized	
Centralized			automated processing of all mail-in and	High (Critical
Processing	CPR	1075	online registration renewals.	for Day 1)
			The solution shall process all mail-in and	
Processing			online renewals using mail opening and	High (Critical
Equipment	CPR	1080	remittance processing equipment.	for Day 1)

## 2.16.2.3 Data Requirements

Requirement Topic	Prefix	Nbr	Requirement Text	Requirement Priority
ТОРІС	FIGUX	IADI	-	Filolity
			The solution shall capture and provide the	11: 1 (0::: 1
			ability to report on: Percentage of	High (Critical
Metrics	CPR	1000	renewals completed by channel	for Day 1)
			The solution shall capture and provide the	
			ability to report on: Cost of inventory	High (Critical
Metrics	CPR	1010	management for sticker inventory	for Day 1)
			The solution shall capture and provide the	
			ability to report on: Change is channel	
			uptake related to fee	High (Critical
Metrics	CPR	1015	incentives/disincentives	for Day 1)
			The solution shall capture and provide the	
			ability to report on: Cost to process a	High (Critical
Metrics	CPR	1005	renewal by channel	for Day 1)

### 2.16.3 Cross-Reference to Future State Use Cases

Primary Actor	Full Use Case Name
TxDMV Staff	ADMIN-1078 Report Performance Metrics
Motoring Public	VTR-1520 Renew Registration

### 2.17 Enhanced Technical Infrastructure Help Desk and Support

### 2.17.1 Background

In today's environment, County TACs have the responsibility for supporting subcontractor and dealers with TxDMV equipment and solutions. As TxDMV deploys additional technologies, including kiosks, it is critical to enhance the current help desk support and have a centralized capability to report on problems to identify trends and proactively avoid and mitigate problems.

#### 2.17.2 Business Requirements

### 2.17.2.1 Functional Requirements

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
			The solution shall provide electronic alerts	
			to proactively communicate system and	High (Critical
Alerts	THD	1815	network problems to all users.	for Day 1)
			The solution shall include a formal call	
			escalation process for requests for	
			technical assistance to improve help desk	
Escalation			operations depending on complexity and	High (Critical
Process	THD	1820	impact.	for Day 1)
			The solution shall provide the on-line	
			TxDMV registration and titling systems	
Knowledge			manual with capability for natural	High (Critical
Base	THD	1825	language queries.	for Day 1)
			The solution shall provide skill based	
			routing to ensure that the most	
			appropriate TxDMV Regional Service	
			Center staff is responding to the request	
			(whether through instant messaging, IVR	High (Critical
Routing	THD	1830	routing or other mechanism).	for Day 1)
			The solution shall provide support for the	
			general public when having trouble	
Scope of			accessing or obtaining services using the	High (Critical
Support	THD	1845	web customer service infrastructure.	for Day 1)
			The solution shall provide support for all	
Scope of			technical infrastructure related problems	High (Critical
Support	THD	1835	impacting the TxDMV supplied services.	for Day 1)
			The solution shall provide technical	
			support to all County TAC, Dealers, sub	
			contractors and any entity that uses	
Scope of			TxDMV equipment and software to deliver	High (Critical
Support	THD	1840	TxDMV business.	for Day 1)
			The solution shall provide a centralized	
			support function within TxDMV to provide	
Single Point			one-stop shopping hardware and	High (Critical
of Contact	THD	1850	software assistance for County TACs,	for Day 1)

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
			Subcontractors, and dealers/DTA	
			Vendors.	
			The solution shall provide a single contact	
Single Point			number for the TxDMV contact center to	High (Critical
of Contact	THD	1855	report all outages and technical problems.	for Day 1)
			The solution shall enable customer,	
			stakeholders to track resolution and	High (Critical
Visibility	THD	1860	status over the Web.	for Day 1)

## 2.17.2.2 Non-Functional Requirements

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
			The solution shall eliminate the potential	High (Critical
Architecture	THD	1865	for a "single point of infrastructure failure"	for Day 1)
			The solution shall provide technical	
			infrastructure support during extended	
Hours of			business hours (at least for	High (Critical
Operation	THD	1870	Subcontractors).	for Day 1)

# 2.17.2.3 Data Requirements

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
			The solution shall capture and provide the	
			ability to report on: Percent of technical	
			assistance requests resolved at the first	High (Critical
Metrics	THD	1785	level, second level, and third level	for Day 1)
			The solution shall provide formal reports	
			on outages including the impact of an	
			outage (e.g., number of person-hours lost	
			by County TAC due to network /system	High (Critical
Metrics	THD	1810	/application/desktop/printer outage).	for Day 1)
			The solution shall capture metrics to	
			report on service levels for all TxDMV	High (Critical
Metrics	THD	1805	supplied equipment.	for Day 1)
			The solution shall record all incidents and	High (Critical
Metrics	THD	1800	problems.	for Day 1)
			The solution shall capture and provide the	
			ability to report on: Number of technical	
			assistance requests from County TACs,	High (Critical
Metrics	THD	1775	subcontractors, and dealers/DTA vendors	for Day 1)

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
			The solution shall capture and provide the	
			ability to report on: Time to resolve a	
			request for technical assistance from	
			County TACs, Subcontractors, and	High (Critical
Metrics	THD	1780	dealers/DTA vendors	for Day 1)
			The solution shall capture and provide the	
			ability to report on: Number of staff	
			hours lost at County TACs,	
			Subcontractors, dealers, and TxDMV	
			work areas due to system outages and	High (Critical
Metrics	THD	1790	system changes	for Day 1)
			The solution shall capture and provide the	
			ability to report on: Percent compliance	High (Critical
Metrics	THD	1795	with established SLAs	for Day 1)

#### 2.17.3 Cross-Reference to Future State Use Cases

Primary Actor	Full Use Case Name
TxDMV Staff	ADMIN-1070 Provide Centralized Technical Support
TxDMV Staff	ADMIN-1078 Report Performance Metrics
Customer	CRD-1092 Obtain Web Customer Support

### 2.18 Implement Consistent Service Delivery

#### 2.18.1 Background

County TAC offices vary in the processes and tools that are used to deliver TxDMV products and services.

This future state scenario proposes establishing service level objectives for all transactions including:

- Turn-around time for processing
- Standard processes
- Acceptable error rates
- Exception processing

Implementing consistent service delivery also includes developing incentives/penalties to guide the achievement of service level objectives and the implementation of standard transaction processing procedures and standardized fees.

The future state also calls for a single contact phone number for all TxDMV Regional Service Centers to create a virtual pool of Regional Service center representatives to handle all County TAC calls. This will improve response time and ability to handle peak workloads.

## 2.18.2 Business Requirements

## 2.18.2.1 Functional Requirements

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
Торіо	TICHA	1461	The solution shall integrate driver's	THOTHY
			license information and the driver's	
			license picture with the motor vehicle	
Driver's			database for use in customer	High (Critical
	CSD	OFFE		• ,
License Data	CSD	2555	authentication.	for Day 1)
			The solution shall include a knowledge	
			base that expands the on-line TxDMV	
			registration and titling systems manual	
Knowledge			with capability for natural language	High (Critical
Base	CSD	2560	queries.	for Day 1)
			The solution shall provide the capabilities	
			for maintaining the knowledge base up to	
Knowledge			date by various user groups (TACs and	High (Critical
Base	CSD	2565	TxDMV staff).	for Day 1)
			The solution shall incorporate online	
			NMVTIS functionality into all titling	
			transactions to more accurately identify	
			stolen vehicles, fraudulent titles from out	
			of state, and to ensure all brands are	High (Critical
NMVTIS	CSD	2570	carried forward.	for Day 1)
			The solution shall provide system edits for	
			registration renewals to eliminate the	
			need for the County TACs to review the	
			transactions completed by the	High (Critical
Renewals	CSD	2575	subcontractors.	for Day 1)
			The solution shall provide the ability for	,
			County TACS to view error reports online,	
			eliminating the current email processes	High (Critical
Reports	CSD	2580	for distributing error reports.	for Day 1)
			The solution shall provide flexible, user-	,
			defined regular and ad hoc reporting to	
			County TACs and subcontractors in a	
			Web-based format where data can be	
			imported into another format or database	High (Critical
Reports	CSD	2585	as needed.	for Day 1)
Roports	000	2000	The solution shall implement skill-based	101 Day 1)
			routing to ensure that the most	
			appropriate TxDMV Regional Service	
			Center staff is responding to the request	
			(whether through instant messaging, IVR	High (Critical
Pouting	CSD	2500	, , , , , , , , , , , , , , , , , , , ,	,
Routing	CSD	2590	routing or other mechanism).	for Day 1)

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
			The solution shall implement a single	
			contact phone number for all TxDMV	
			Regional Service Centers and create a	
			virtual pool of TxDMV Regional Service	
			Center Representatives to handle all TAC	
			calls; this will improve and ensure	
Single Point			consistent response time and flexibility in	High (Critical
of Contact	CSD	2595	meeting workload fluctuations.	for Day 1)
			The solution shall ensure consistency of	
			services delivered by TxDMV and TACs	
			by implementing standards, tools, and	High (Critical
Standards	CSD	2600	new processes.	for Day 1)
			The solution shall provide a real-time	
			interface to VINAssist software to identify	
			invalid VINs during transaction processing	
VIN			at the County TACs to allow for correction	High (Critical
Validation	CSD	2605	before the transaction is completed.	for Day 1)

## 2.18.2.2 Non-Functional Requirements

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
			The solution shall provide a POS	
			application that is accessible by handheld	
			or iPad so staff in County TACs and	
Mobile			RSCs can process transactions in the	High (Critical
Devices	CSD	2610	lobby during peak customer traffic times.	for Day 1)

### 2.18.2.3 Data Requirements

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
			The solution shall capture and provide the	
			ability to report on: Percentage of	
			locations meeting or exceeding	High (Critical
Metrics	CSD	2520	production standards	for Day 1)
			The solution shall capture and provide the	
			ability to report on: Percentage of	
			locations failing to meet production	High (Critical
Metrics	CSD	2525	standards	for Day 1)
			The solution shall capture and provide the	
			ability to report on: Percentage of	
			locations meeting or falling below error	High (Critical
Metrics	CSD	2530	standards	for Day 1)
			The solution shall capture and provide the	
			ability to report on: Percentage of	High (Critical
Metrics	CSD	2535	locations exceeding error standards	for Day 1)

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
			The solution shall capture and provide the	
			ability to report on: Number and type of	
			remedial actions taken for failure to meet	High (Critical
Metrics	CSD	2540	standards	for Day 1)
			The solution shall capture and provide the	
			ability to report on: Impact of remedial	
			actions on meeting standards going	High (Critical
Metrics	CSD	2545	forward	for Day 1)
			The solution shall capture and provide the	
			ability to report on: Percentage of no-	High (Critical
Metrics	CSD	2550	charge corrections	for Day 1)

#### 2.18.3 Cross-Reference to Future State Use Cases

Primary Actor	Full Use Case Name
TxDMV Staff	ADMIN-1078 Report Performance Metrics
Customer	CRD-1092 Obtain Web Customer Support
Vehicle Owner	VTR-1595 Register Non-Titled Trailer

### 2.19 Expand Service Availability

#### 2.19.1 Background

Currently, TxDMV customers are limited in which transactions and services are available depending on the location. County County TACs must send customers to TxDMV Regional Service Centers for some transactions, and TxDMV Regional Service Centers do not provide the full array of services that are available at the County TACs.

In addition, registration renewals must be completed in the county of residence; this restricts customers who may live in one county and work in another.

The purpose of this scenario is to provide the ability for customers to at least initiate transactions and services that TxDMV provides at all of the locations that TxDMV provides services, as well as through future channels, such as kiosks and Web-based services.

#### 2.19.2 Business Requirements

### 2.19.2.1 Functional Requirements

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
			The solution shall provide the	
			capability to initiate a request for a	
			CCO at any location with fulfillment	High (Critical
CCOs	AVA	2275	through HQ only.	for Day 1)
			The solution shall provide the ability to	
			request expedited delivery of CCOs	High (Critical
CCOs	AVA	2280	but charge extra for next day delivery.	for Day 1)

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
1000			The solution shall issue a "temporary	
Disabled			authorization" while the customer waits	High (Critical
Placard	AVA	2290	to receive the final product in the mail.	for Day 1)
			The solution shall enforce the statutory	,
Disabled			requirements for obtaining a disabled	High (Critical
Placard	AVA	2295	placard or plate.	for Day 1)
			The solutions shall prevent a customer	,
Disabled			from obtaining more than two disabled	High (Critical
Placard	AVA	2300	parking placards.	for Day 1)
			The solution shall ensure that	131 2 3.7
			physician certifications are obtained for	
Disabled			disabled placards/plates ordered	High (Critical
Placard	AVA	2305	online.	for Day 1)
1 labara	7.07.	2000	The solution shall provide the	101 Day 1)
			capability to initiate a request for a	
			disabled parking placard or plate at	
Disabled			any service location, with fulfillment via	High (Critical
Placard	AVA	2285	mail or face-to-face.	for Day 1)
1 ladara	7.07.	2200	The solution shall ensure that DPPA	101 Bay 1)
			requirements are met with automated	
			redaction on title histories based on	High (Critical
DPPA	AVA	2310	requestor type and request reason.	for Day 1)
DITA	71071	2010	The solution shall include expanded	101 Day 1)
			services at the TACs to include	
			additional functions only provided	
Expanded			today by the TxDMV Regional Service	High (Critical
Services	AVA	2315	Centers.	for Day 1)
CCIVICCS	71071	2010	The solution shall provide all on-line	101 Day 1)
			web services at all County TACs,	
Initiating			TxDMV Regional Service Centers and	High (Critical
Transactions	AVA	2440	HQ.	for Day 1)
Transactions	71071	2110	The solution shall provide the ability to	101 Day 1)
			initiate the following transactions at	
			County TACs, Subcontractors and	
			TxDMV Regional Service Centers:	
Initiating			Obtain Disabled Parking	High (Critical
Transactions	AVA	2400	Placards/Plates	for Day 1)
. 1411040110110	,,,,,	2 100	The solution shall provide the ability to	
			initiate the following transactions at	
			County TACs, Subcontractors and	
Initiating			TxDMV Regional Service Centers:	High (Critical
Transactions	AVA	2405	Assign/Re-assign VINs	for Day 1)
	,.,,,		The solution shall provide the ability to	.0. 20, 1,
			initiate the following transactions at	
			County TACs, Subcontractors and	
Initiating			TxDMV Regional Service Centers:	High (Critical
Transactions	AVA	2410	Obtain Certified Copy of Original Title	for Day 1)
11411340110113	/ \ V / \	2710	Section Continue Copy of Original Title	ioi bay i)

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
			The solution shall provide the ability to	
			initiate the following transactions at	
			County TACs, Subcontractors and	
Initiating			TxDMV Regional Service Centers:	High (Critical
Transactions	AVA	2360	Lien Releases	for Day 1)
			The solution shall provide the ability to	
			initiate the following transactions at	
			County TACs, Subcontractors and	
Initiating			TxDMV Regional Service Centers:	High (Critical
Transactions	AVA	2415	Request for Non-titled Trailer	for Day 1)
			The solution shall provide the ability to	
			initiate the following transactions at	
			County TACs, Subcontractors and	
Initiating			TxDMV Regional Service Centers:	High (Critical
Transactions	AVA	2395	Obtain Time Permits	for Day 1)
			The solution shall provide the ability to	
			initiate the following transactions at	
1 20 0			County TACs, Subcontractors and	
Initiating	^ / ^	0.400	TxDMV Regional Service Centers:	High (Critical
Transactions	AVA	2420	Submit Title History Request	for Day 1)
			The solution shall provide the ability to	
			initiate the following transactions at	
Initiation			County TACs, Subcontractors and	Lligh (Critical
Initiating	^\/^	0.405	TxDMV Regional Service Centers:	High (Critical
Transactions	AVA	2425	Change Address	for Day 1)
			The solution shall provide the ability to	
			initiate the following transactions at County TACs, Subcontractors and	
Initiating			TxDMV Regional Service Centers:	High (Critical
Transactions	AVA	2435	Apply for Dealer Plates	for Day 1)
Transactions	777	2433	The solution shall enable No-Fee	101 Day 1)
Initiating			Authorization at the County TACs	High (Critical
Transactions	AVA	2445	without TxDMV involvement.	for Day 1)
Transastions	1,,,,,	2110	The solution shall provide the ability to	101 Day 1)
			image and scan Bonded Title	
			Rejection Letters to allow title and	
Initiating			registration services to be obtained at	High (Critical
Transactions	AVA	2450	any location.	for Day 1)
			The solution shall provide title history	, ,
Initiating			data available on-line for viewing by	High (Critical
Transactions	AVA	2455	staff at any service location.	for Day 1)
			The solution shall provide the ability to	
			initiate the following transactions at	
			County TACs, Subcontractors and	
Initiating			TxDMV Regional Service Centers:	High (Critical
Transactions	AVA	2430	Credit Fee Vouchers	for Day 1)
Initiating			The solution shall provide the ability to	High (Critical
Transactions	AVA	2335	initiate the following transaction at	for Day 1)

Topic Prefix Nbr Requirement Text Prior  County TACs, Subcontractors and TxDMV Regional Service Centers: Bonded Title Rejection Letters  The solution shall provide the ability to initiate the following transactions at County TACs, Subcontractors and TxDMV Regional Service Centers: High (C Transactions AVA 2390 Issue Salvage Titles for Day	ritical
TxDMV Regional Service Centers: Bonded Title Rejection Letters  The solution shall provide the ability to initiate the following transactions at County TACs, Subcontractors and TxDMV Regional Service Centers: High (C Transactions AVA 2390 Issue Salvage Titles for Day	
Bonded Title Rejection Letters  The solution shall provide the ability to initiate the following transactions at County TACs, Subcontractors and TxDMV Regional Service Centers: High (C Transactions AVA 2390 Issue Salvage Titles for Day	
The solution shall provide the ability to initiate the following transactions at County TACs, Subcontractors and TxDMV Regional Service Centers: High (C Transactions AVA 2390 Issue Salvage Titles for Day	
Initiating Transactions AVA 2390 Issue Salvage Titles County TACs, Subcontractors and TxDMV Regional Service Centers: High (C for Day	
Initiating TxDMV Regional Service Centers: High (C for Day	
Transactions AVA 2390 Issue Salvage Titles for Day	
, i	1)
The solution shall provide the ability for	
customers to initiate transactions and	
services that TxDMV provides at all of the locations that TxDMV provides	
services, as well as through future	
Initiating channels, such as kiosks and Web-High (C	ritical
Transactions AVA 2320 based services. for Day	
The solution shall provide the ability to	
initiate the following transactions at	
County TACs, Subcontractors and	
Initiating TxDMV Regional Service Centers: High (C	
Transactions AVA 2370 Transfer Specialty Plates for Day	1)
The solution shall enable the motoring	
public to initiate titling and registration, as well as registration renewal at any	
Initiating County TAC office, regardless of the High (C	ritical
Transactions AVA 2330 county of residence. for Day	
The solution shall provide the ability to	
initiate the following transactions at	
County TACs, Subcontractors and	
Initiating TxDMV Regional Service Centers: High (C	
Transactions AVA 2340 No Fee Authorizations for Day	1)
The solution shall provide the ability to	
initiate the following transactions at County TACs, Subcontractors and	
Initiating TxDMV Regional Service Centers: High (C	ritical
Transactions AVA 2345 RPOs and Non-titled Letters for Day	
The solution shall provide the ability to	
initiate the following transactions at	
County TACs, Subcontractors and	
Initiating TxDMV Regional Service Centers: High (C	
Transactions AVA 2350 Mechanics and Storage Liens for Day	1)
The solution shall provide the ability to	
initiate the following transactions at County TACs, Subcontractors and	
Initiating TxDMV Regional Service Centers: High (C	ritical
Transactions AVA 2355 Title Corrections for Day	

Requirement Topic	Prefix	Nbr	Requirement Text	Requirement Priority
Торіо	TIONA	1461	The solution shall provide the ability to	1 Honey
			initiate the following transactions at	
			County TACs, Subcontractors and	
Initiating			TxDMV Regional Service Centers:	High (Critical
Transactions	AVA	2365	Requests to Reject Title Issuance	for Day 1)
			The solution shall provide the ability to	101 = 0.9 19
			initiate the following transactions at	
			County TACs, Subcontractors and	
Initiating			TxDMV Regional Service Centers:	High (Critical
Transactions	AVA	2375	Obtain Duplicate Registration Receipts	for Day 1)
			The solution shall provide the ability to	, ,
			initiate the following transactions at	
			County TACs, Subcontractors and	
			TxDMV Regional Service Centers:	
Initiating			Modify Registration Record for Weight	High (Critical
Transactions	AVA	2380	Change	for Day 1)
			The solution shall provide the ability to	,
			initiate the following transactions at	
			County TACs, Subcontractors and	
Initiating			TxDMV Regional Service Centers:	High (Critical
Transactions	AVA	2385	Process Registration Refunds	for Day 1)
			The solution shall enable customers to	
			initiate as many current TxDMV	
			services as possible at all County TAC	
Initiating			locations, Subcontractors and TxDMV	High (Critical
Transactions	AVA	2325	Regional Service Centers.	for Day 1)
			The solution shall provide County TAC	
			workflow that incorporates approval of	
No Fee			No Fee Authorizations by a supervisor	High (Critical
Authorizations	AVA	2460	or authorized manager.	for Day 1)
			The solution shall provide the ability for	
			TxDMV staff to randomly review No	
No Fee			Fee Authorizations and conduct audits	High (Critical
Authorizations	AVA	2465	as needed.	for Day 1)
			The solution shall enable registration	
			renewals to be completed in any	
			county regardless of the customer's	
			county of residence; the registration	
		0.4=0	renewal funds shall be credited to the	High (Critical
Renewals	AVA	2470	appropriate county of residence.	for Day 1)
			The solution shall enable the motoring	
			public to renew registration at a	
			subcontractor location, even if a	
			replacement plate is needed. Note,	
			this assumes that the plate is shipped	High (Critical
Ponoviole	۸۱/۸	2475	from a central distribution location to	High (Critical
Renewals	AVA	2475	the customers.	for Day 1)

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
			The solution shall provide customized	
			restrictions to role-based access to	
			ensure security of transactions at all	High (Critical
Security	AVA	2480	locations.	for Day 1)
			The solution shall provide the abiltity	
			for County TACs to provide redacted	High (Critical
Title History	AVA	2490	title histories.	for Day 1)
			The solution shall provide the	
			capability to initiate a request for a title	
			history at any service location with	High (Critical
Title History	AVA	2485	fulfillment via mail from Headquarters.	for Day 1)
			The solution shall provide the ability for	
			TxDMV Regional Service Center staff	
			to process the title and registration	
			transactions whenever a VIN is	
VIN			assigned/reassigned by staff in those	High (Critical
Assign/Reassign	AVA	2495	offices.	for Day 1)
			The solution shall include web	
Web Customer			customer self-service at TACs and	High (Critical
Service	AVA	2500	additional locations.	for Day 1)

## 2.19.2.2 Data Requirements

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
			The solution shall capture and provide the	
			capability to report on: Volume of	
			transactions by transaction type and by	High (Critical
Metrics	AVA	2255	location.	for Day 1)
			The solution shall capture and provide the	
			capability to report on: Percentage of	High (Critical
Metrics	AVA	2260	transactions by location.	for Day 1)
			The solution shall capture and provide the	
			capability to report on: Percent of	High (Critical
Metrics	AVA	2265	transactions audited by TxDMV staff.	for Day 1)
			The solution shall capture and provide the	
			capability to report on: Percent of audited	
			transactions that do not conform to	High (Critical
Metrics	AVA	2270	agency standards.	for Day 1)

### 2.19.3 Cross-Reference to Future State Use Cases

Primary Actor	Full Use Case Name	
TxDMV Staff	ADMIN-1078 Report Performance Metrics	
Customer	CRD-1092 Obtain Web Customer Support	
Motoring Public	VTR-1520 Renew Registration	

Primary Actor	Full Use Case Name
Vehicle Owner	VTR-1605 Assign/Re-Assign VIN
Vehicle Owner	VTR-1610 Apply for Certified Copy of Original Title (CCO)
Motoring Public	VTR-1615 Process Registration Refunds
Motoring Public	VTR-1620 Request Credit Fee Vouchers

### 2.20 Expand Fleet Registration

#### 2.20.1 Background

TxDMV currently offers fleet registration to owners of 25 or more commercial vehicles. While fleet registration provides convenience for the customers, and reduced transaction costs for TxDMV, it is underused today due to lack of promotion. The statute restricting the space for a logo on the plate is also a deterrent for potential commercial fleet registrants.

To promote fleet registration, TxDMV will need to implement policy, rule and statutory changes to modify and enlarge the space for a logo on the plate, and consider revising the definition of a "fleet" to include a smaller number of vehicles and personal vehicles as well as commercial.

The future state also includes enhanced automation support for fleet registration and online fleet management and renewals.

#### 2.20.2 Business Requirements

#### 2.20.2.1 Functional Requirements

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
Bulk Input of			The solution shall support exchange of	High (Critical
Data	FLT	2205	bulk data (e.g., FTP file for uploading).	for Day 1)
Changes to			The solution shall provide flexible online	High (Critical
Fleet	FLT	2210	fleet management.	for Day 1)
Credit and			The solution shall provide credit and	High (Critical
Refunds	FLT	2215	refund functionality.	for Day 1)
			The solution shall incorporate an	High (Critical
Logo	FLT	2220	improved plate logo design.	for Day 1)
			The solution shall allow for a single	High (Critical
Payments	FLT	2225	payment for the fleet registration.	for Day 1)
			The solution shall enable any vehicle	
			owner with 5 or more vehicles to obtain	High (Critical
Registration	FLT	2230	fleet registration.	for Day 1)
			The solution shall provide online fleet	High (Critical
Renewals	FLT	2235	renewals.	for Day 1)

#### 2.20.2.2 Non-Functional Requirements

Requirement Topic	Prefix	Nbr	Requirement Text	Requirement Priority
			The solution shall result in at least 50% of	,
			registrants who qualify for a fleet have	High (Critical
Service Level	FLT	2240	their vehicles registered as a fleet	for Day 1)

#### 2.20.2.3 Data Requirements

Requirement				Requirement
Topic	Prefix	Nbr	Requirement Text	Priority
			The solution shall capture and provide the	
			ability to report on: Number of contacts	High (Critical
Metrics	FLT	2180	with fleet owners to market the program.	for Day 1)
			The solution shall capture and provide the	
			ability to report on: Percentage of	High (Critical
Metrics	FLT	2185	contacts deciding to join the program.	for Day 1)
			The solution shall capture and provide the	
			ability to report on: Change in staff	
			costs to process fleet registrations and	High (Critical
Metrics	FLT	2190	renewals.	for Day 1)
			The solution shall capture and provide the	
			ability to report on: Number of fleet	High (Critical
Metrics	FLT	2195	registrants	for Day 1)
			The solution shall capture and provide the	
			ability to report on: Number of	High (Critical
Metrics	FLT	2200	registrants who qualify for fleet renewals	for Day 1)

#### 2.20.3 Cross-Reference to Future State Use Cases

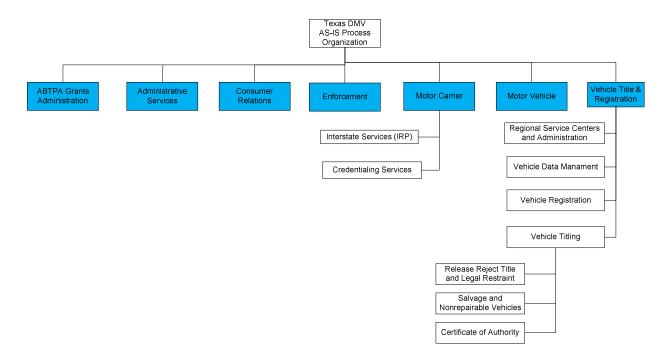
Primary Actor	Full Use Case Name
TxDMV Staff	ADMIN-1078 Report Performance Metrics
Fleet Registrant	MCD-1365 Apply for fleet registration

# 3... Description of Use Case Approach

The future state process documentation utilizes visual diagrams as well as narrative descriptions (use cases) to depict the business processes. This section describes these documentation tools.

# 3.1 Use Case Organization

The TO BE business process documentation is organized in alignment with the TxDMV current organization structure. There is a separate section describing the major business processes within each of the lowest level organization units represented in the following diagram:



### 3.2 Use Case Concepts

The TxDMV TO BE business processes are documented using Use Cases. Some key definitions related to the use cases:

- Actor. An actor is a person, organization or system that interacts with TxDMV or within TxDMV to accomplish something of value.
- Use Case. A use case is an instance of interaction with TxDMV or within TxDMV in order to accomplish something of value. The use cases provide business process documentation and business requirement within context.

TxDMV also conducts many business activities and tasks that are not documented as use cases for the purposes of TO BE documentation. These work activities are necessary, but do not rise to the level of core business functions or transformed use cases. Many work activities are also unique and do not lend themselves to standard process definitions.

The following are some examples of work activities:

- Responding to open records requests
- Consumer awareness and education initiatives
- Preparation for board meetings
- Tracking state legislation

## 3.3 Use Case Context Diagrams

Use Case Context Diagram provides an overall view of use cases and actors that participate in the business processes of an organizational unit. Actors are represented as stick figures and the flows between these actors are the use cases. This Use Case Context Diagram is presented in Appendix A.

### 3.4 Use Case Workflow Diagrams

Some use cases involve complicated branching and hand-offs between organizational units. For some of these use cases, a Workflow Diagram is provided in order to visually depict and supplement the narrative business process flow of the use case. In the Workflow Diagrams, the swim-lanes represent actors with the boxes representing processes or tasks. The notation used for the Workflow Diagrams is in alignment with BPMN 2.0 standards for business process diagramming.

#### 4... TxDMV Overview

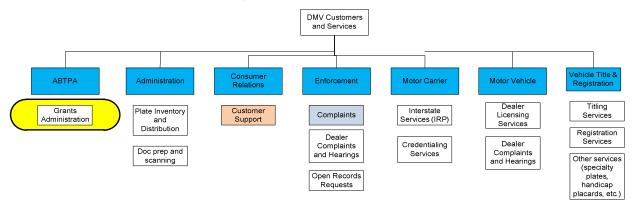
HB 3097, passed by the 81<sup>st</sup> Texas Legislature, transferred vehicle registration and vehicle-related consumer protection and enforcement programs from TxDOT to a new agency – Texas Department of Motor Vehicles. The TxDMV, with approximately 650 employees, oversees the state's motor vehicle services, including registering and titling passenger vehicles, granting operating authority to commercial motor carriers, regulating the motor vehicle sales and distribution industry, and helping to prevent auto burglary and theft.

The following are services provided by the TxDMV:

- Vehicle Titling and Registration
- Registration Insignia
- Disabled placard issuance
- Vehicle dealer licensing and enforcement
- Motor carrier operating authority, registration and regulation
- Grants to law enforcement to prevent vehicle burglaries and theft
- Administration of the Texas Lemon Law

# 5.0 Auto Burglary and Theft Prevention Authority (ABTPA)

### 5.1 Overview and Background



### 5.1.1 Purpose and Objective of Program

The Automobile Burglary and Theft Prevention Authority (ABTPA) provides grants to Law enforcement agencies and non-profit organizations in jurisdictions to support the reduction of auto theft and burglary through prevention awareness outreach and education, with state-wide or near state-wide coverage through distributed awards. ABTPA accepts and reviews grant applications, grants funds to applicants deemed eligible, and administers funding. Grants Administration then oversees the implementation of grants through monthly report monitoring and biennial audits.

ABTPA is funded by a legislatively mandated assessment consisting of a \$1 annual fee for each vehicle per insurance policy. The fee is paid by individual policy holders and collected by insurance companies. 92% of ABTPA appropriations are expended on grant related activity, and up to 8% is earmarked for administrative costs.

ABTPA is staffed with five full-time equivalents (FTE), including the Division Director.

#### 5.1.2 Volume and Metrics

ABTPA currently funds 29 grants totaling \$13,750,000.

In 2009, 76,617 vehicles were stolen in Texas, a decrease of 10% from 85,411 in 2008

#### 5.1.3 Use Case Overview

These Use Cases describe the grant cycle from inception to completion, beginning with the issuance of the RFP, evaluation and award of grants, through disbursement of funds, reporting and monitoring of grant activities.

Use Case Name	Actor
Issue RFP for ABTPA Grants	ABTPA Staff
Apply for ABTPA Staff	Grant Applicant
Evaluate and Award ABTPA Grants	ABTPA Staff
Request Funds	Grantee
Submit Monthly, Quarterly and Annual Grant Progress Reports	Grantee
Adjust Grant	Grantee
Conduct Grant Audit	ABTPA Staff

## 5.2 Use Cases

### 5.2.1 ABTPA-1000 Issue RFP for ABTPA Grants

Primary Actor:	ABTPA Staff	Secondary Actors:		
Use Case Name:	Issue RFP for ABTPA Grants			
Context:	Thousands of cars are stolen in the state of Texas each year. Every vehicle, no matter the make, model or year, is a target for thieves. TxDMV is combating this by educating the public about what they can do to lessen their chances of being a victim.  The <a href="Automobile Burglary and Theft Prevention Authority">Authority</a> (ABTPA) oversees the impact of auto theft in Texas and provides financial support to fight it.			
	(RFP) is issued in the mor	nth of October in the ye f the applying organiza orkshop, held approxim		
Use Case Goal:	Issue RFP			
SMEs:	Charles Caldwell, Jan Gre	<b>9</b> 9		
Div/Process Area:	ABTPA/Grants Administra	tion		

Pre-Conditions:	The program must be funded
	ABTPA Staff must be registered with the Secretary of State
Trigger:	Annual Grant Cycle
Post-Conditions:	The RFP is Posted on the Secretary of State Website www.sos.state.tx.us
Basic Flow:	ABTPA staff updates the RFP template for the current grant cycle including:
	Objectives
	Overview of Process
	Requirements
	Evaluation Criteria
	Terms and Conditions

	<ul> <li>A link to the application/application instructions</li> <li>The specific date and time of the mandatory Application Workshop for the grant cycle</li> <li>A link to workshop registration</li> <li>The specific date and time the application is due for the grant cycle</li> <li>The address the to which the completed application is to be delivered</li> <li>ABTPA Contact person information</li> <li>The RFP is uploaded to the Texas Register Web Site.</li> </ul>
Alternate Flow List:	N/A

Alternate Flow	N/A
Details:	
Issues/Problems/	N/A
Improvements:	
Key Data	Solicitation Number, Solicitation Date, Fiscal Year
Elements:	
Metrics/Measures:	N/A
Legacy Systems:	Secretary of State Website – Texas Register
Channels:	Secretary of State Website – Texas Register
Questions/Items	
for Follow up:	

# 5.2.2 ABTPA-1001 Apply for ABTPA Grant

Primary Actor:	Grant Applicant	Secondary Actors:	ABTPA Staff
Use Case Name:	Apply for ABTPA Grant		
Context:	The purpose of grant funding is to reduce the incidence of auto burglary and theft in Texas.  ABTPA Staff issues an annual Request for Proposals through the Secretary of State website.		
	Grant Applicants must represent an organization: state agency, local unit of government, independent school districts, non-profit, and for-profit organizations are eligible to apply.		
		/ two day workshop is h	just 31 <sup>st</sup> . The Grant Application is due neld approximately five months prior
Use Case Goal:	To apply for funding unde	r the Automobile Burgla	ary and Theft Prevention Program
SMEs:	Charles Caldwell		
Div/Process Area:	ABTPA/Grants Administra	ation	

Pre-Conditions:	<ul><li>The Program is funded</li><li>The RFP has been issued</li></ul>
Trigger:	Issuance of an RFP
Post-Conditions:	The Application has been submitted and the Applicant has received an acknowledgement letter

Γ <u>-</u> . <u>-</u> .	The Applicant goes to the website and prints a copy of the application/application	
Basic Flow:	The Applicant goes to the website and prints a copy of the application/application	
	instructions  The Applicant registers for the workshop on the website include name of	
	The Applicant registers for the workshop on the website include name of	
	participant and organization information	
	The Applicant attends a two day workshop covering grant administration, public	
	awareness, and the application process	
	ABTPA Staff collects sign-in sheets	
	The Applicant completes application including:	
	a. Cover page	
	b. Table of contents	
	c. Description of proposed project	
	d. Project approval information sheet	
	e. Budget summary	
	f. Schedule A, including: Personnel, Personnel Narrative, Overtime	
	Narrative	
	g. Schedule B, including: Contractual, Contractual Narrative	
	h. Schedule C, including: Travel, Travel Narrative	
	i. Schedule D, including Equipment, Equipment Narrative	
	j. Schedule E, including Supplies and Direct Operating Expenses,	
	Supplies and DOE Narrative	
	k. Program Instructions	
	I. Problem and Historical Information	
	m. Goals and Objectives	
	n. Functions of Proposed Project	
	o. Evaluation Design	
	p. Designation of Grant Officials	
	q. Special Conditions	
	r. Signed Assurances	
	6. The Applicant has two options for delivering the application by the deadline: mail and hand-delivery. The signed original and four copies are required.	
	a. If mailed, the application must be addressed to the ABTPA contact,	
	marked "Personal and Confidential" and postmarked prior to or on date of	
	the deadline	
	b. If hand-delivered, the application must be addressed to the ABTPA	
	contact, marked "Personal and Confidential", and delivered by the date of	
	the deadline by the time indicated on the RFP	
	7. ABTPA Staff gives the Actor a receipt; if the application is mailed, ABTPA Staff	
	emails a receipt – if the application is hand-delivered, ABTPA issues a paper	
	receipt	
	8. The ABTPA Staff logs the Application in the Mail Log (Excel spreadsheet)	
	9. The ABTPA Staff enters the Application into the Grants Tracking System (GTS)	
Alternate Flow List:	N/A	

Alternate Flow	N/A
Details:	
Issues/Problems/	N/A
Improvements:	
Key Data	Applicant Name/Contact Information
Elements:	Organization Name/Contact Information
	RFP Due Date

	<ul> <li>Workshop Date</li> <li>Workshop Attendee Name/Organization/Contact Information</li> <li>Application Delivery Date</li> <li>Application Delivery Channel</li> </ul>		
Metrics/Measures:	N/A		
Legacy Systems:	Track attendance in spreadsheet, GTS		
Channels:	Mail		
	In Person		
Questions/Items			
for Follow up:			

## 5.2.3 ABTPA-1005 Evaluate and Award ABTPA Grants

Primary Actor:	ABTPA Staff	Secondary Actors:	ABTPA Director, Applicant, ABTPA Board of Directors, Applicant Authorized Official
Use Case Name:	Evaluate and Award ABTPA Grants		
Context:	ABTPA Grants Administrators open and log Grant Applications as they are received. When the submission window closes, the Grants Administrators and the Division Director review the applications, make funding recommendations, and submit those recommendations to the ABTPA Board of Directors for approval.		
Use Case Goal:	To allocate funds to programs that work to reduce auto theft and burglary in Texas.		
SMEs:	Charles Caldwell, Jan Gregg		
Div/Process Area:	ABTPA/Grants Administration		

D 0 110	One of the effective free free countries in		
Pre-Conditions:	Grant application has been received.		
	Grant application has been logged into Grant Tracking System (GTS).		
Trigger:	Grant submission window is closed.		
Post-Conditions:	Grants have been awarded.		
	Grant Applicants have been informed of grant award status.		
	The Applicant has signed and returned the Original Acceptance Notice.		
Basic Flow:	After the submission window closes, the ABTPA Staff distributes the original		
	grant Application to the Division Director and the copies to the remaining Grants		
	Administrators.		
	2. The ABTPA Staff determine if the Application is responsive. Criteria for a grant to		
	be considered responsive and eligible for review are:		
	Applications must have been received by the deadline.		
	•		
	<ul> <li>Applications must be prepared in accordance with all applicable documents,</li> </ul>		
	forms and guidelines in contained in the ABTPA Application for State		
	Assistance.		
	<ul> <li>Applications must contain the names, titles, business addresses and</li> </ul>		
	telephone numbers of the authorized official, project director and financial		
	officer of each grant submitted for consideration.		
	_		
	The program must be designed to support one of the following ABTPA		
	program categories:		
	<ul> <li>Law Enforcement, Detection and Apprehension</li> </ul>		
	Prosecution, Adjudication and Conviction		

- Prevention, Anti-Theft Devices and Automobile Registration
- · Reduction of the Sale of Stolen Vehicles or Parts
- Public Awareness, Crime Prevention, and Education
- 3. If any of these criteria are not met in the application, it is considered non-responsive, and the ABTPA Staff rejects the application.
  - a. The ABTPA Staff prepares a rejection letter to the Applicant stating the reason(s) for rejecting the application.
  - b. The ABTPA Staff enters the rejection into GTS.
- 4. If the Application is responsive, The ABTPA Staff evaluate the Application for funding. The ABTPA Staff will consider the following program areas:
  - Components of auto theft, including the auto theft rate (ratio of automobile thefts to the number of registered vehicles), of the grantee's program area and its impact on the statewide auto theft rate.
  - Performance measures and the likelihood of success of the project. An
    application for a continuation grant will be evaluated on past
    performance as reflected in the project's success to date in meeting its
    goals, objectives, and performance measures.
  - The performance of an applicant on other projects funded by the ABTPA.
  - Recommendations by ABTPA staff on funding allocations for the grant year and on individual grant applications. ABTPA staff recommendations on individual grant applications will be based on staff review and ranking of each grant application as reflected in the ABTPA Application Review instrument for each application.
  - The total number of grant applications submitted for the grant year and by program category, in relation to the total grant money available and its allocation among the five program categories, as determined by the ABTPA.
- 5. If the Application is responsive, the Director and each staff member reviews the Application against the Application Review Scorecard, and scores the Application in the following categories:
  - Documentation
  - Budget
  - Problem Statement & Historical Data
  - Overlapping
  - Goals and Objectives
  - Public Awareness
  - Proposed Project
  - Effective and Efficient Design
  - Evaluation Design
  - Functions of the Proposed Project
  - Total Project Cost
- 6. The ABTPA Staff collects each Application Review Scorecard and recaps the individual scores in a spreadsheet to collate and average the results.
- 7. The Director forwards the award recommendations to the members of the ABTPA Board.
- 8. The Board approves the recommendations (approval is reflected in the Board Meeting Minutes).
- 9. The ABTPA Staff enters the Award/Decline into GTS.

	<ul> <li>a. If the Application is declined a grant, the ABTPA Staff prepares and mails a rejection letter.</li> </ul>		
	<ul> <li>b. If the Application was awarded a grant, The ABTPA Staff enters the grant information into the Funding Spreadsheet.</li> </ul>		
	c. The ABTPA Staff prints a Post Award Packet addressed to the authorized		
	official named in the Application. The Post Award Packet contains:		
	Original Grant Award letter		
	Original statement of grant award which lists the Special Conditions		
	which need to be met prior to the release of funds		
	Grantee Original Acceptance Notice		
	Grantee's request for funds form		
	Approved Budget		
	10. The Applicant mails the signed Original Acceptance Notice to the ABTPA Staff.		
	If the Original Acceptance Notice is not returned within 30 days, the grant		
	can be canceled.		
	11. The ABTPA Staff enters the receipt of the Original Acceptance Notice into GTS.		
	12. The ABTPA Staff files the Original Acceptance Notice in the grant file.		
Alternate Flow List:	N/A		

Alternate Flow	N/A		
Details:			
Issues/Problems/	ABTPA Staff reports that the Grant Tracking System meets their needs, but is		
Improvements:	becoming antiquated and unable to keep up with all the statistical data needed. A		
	better online system would assist the division in tracking necessary grant		
	information.		
Key Data	Organization Name/Contact Information		
Elements:	Authorized Official Name/Contact Information		
	Financial Officer Name/Contact Information		
	Application (Program) Name		
	Date Received		
	Application Status		
	Award Status		
	Grant Amount		
Metrics/Measures:	Number of Grant Awarded		
	Amount Awarded per Grant		
	Administrative Costs as Percentage of Total Allocation		
	Total Grant Amounts		
Legacy Systems:	GTS (MS Access), Mail Log (Excel), Funding Spreadsheet (Excel)		
Channels:	Mail, Email		
Questions/Items	N/A		
for Follow up:			

# 5.2.4 ABTPA-1010 Request Funds

Primary Actor:	Grantee	Secondary Actors:	ABTPA Staff
Use Case Name:	Request Funds		
Use Case Goal:	Obtain reimbursement for grant related expenditure.		
Context:	Grantees submit requests for funds as needed for reimbursement only; advances are		
	not permitted. Requests for	or funds should coincide	e with submission of the quarterly

	expenditure report, but ABTPA allows grantees to draw funds as frequently as once per month.
	Request for funds must be accompanied with adequate documentation that supports the expenditure amount. Documentation should consist of copies of general ledger reports, invoices, receipts, travel vouchers and/or any other documents that reconcile to the amount of funds requested.
	Grant funds may be withheld if any conditions of the grant are not in good standing, i.e., the Grantee is missing grant reports or has failed to respond to audit findings.
	The Grantee must liquidate all obligations incurred under the award no later than 90 days after the end of the grant year.
SMEs:	Charles Caldwell, Jan Gregg
Div/Process Area:	ABTPA/Grants Administration

Pre-Conditions:	The request for funds must be submitted and signed by grantee's the authorized Financial Officer		
Triggor:	Grantee seeks reimbursement of grant expenses by submitting Form ABTPA-103		
Trigger:	and supporting documentation.		
Post-Conditions:	Funds are received by the grantee organization.		
Basic Flow:	The Grantee completes Form ABTPA-103 (Request for Funds) and attaches		
	supporting documentation of expenditure.		
	The Grantee mails Form ABTPA-103 and supporting documentation to the ABTPA Staff.		
	3. The ABTPA Staff reviews the request to verify completion and signature. If the request is incomplete or unsigned:		
	a. The ABTPA Staff creates a rejection letter explaining the reason for rejecting the request and corrections needed and mails it to the Grantee.		
	<ul> <li>b. The Grantee corrects the request or brings standing up to date and resubmits the request.</li> </ul>		
	The ABTPA Staff goes into the Grant Tracking System (GTS) to check the budget amount to verify the funds are available.		
	<ul> <li>If the expenditure is over budget, the request is rejected and any resubmission will be rejected; the ABTPA Staff creates a rejection letter explaining the reason for rejecting the request and mails if to the Grantee.</li> </ul>		
	5. The ABTPA Staff updates GTS for the requested amount with the date and the amount requested.		
	6. The finance division creates a payment voucher in the Uniform Statewide Accounting System (USAS) under the Grantee's Vendor Identification Number.		
	<ul><li>7. The ABTPA Staff creates a Detail Sheet in excel, containing:</li><li>Voucher Number</li></ul>		
	Begin Date		
	Expense Object Code		
	Voucher Amount		
	Voucher Amount     8. The ABTPA Staff prints the voucher and detailed sheet.		
	<ol> <li>The ABTPA Staff plints the voucher and detailed sheet.</li> <li>The ABTPA Staff takes the voucher to the division director for signature.</li> </ol>		
	<ul><li>10. The ABTPA Staff attaches the voucher to the detail sheet, forwards to Finance and retains a copy for the grant file.</li></ul>		
	11. Finance disburses the funds to the grantee, either by direct deposit or a check;		
	when finance disburses funds, USAS updates the vendor record.		
	12. The ABTPA Staff reviews USAS and verifies the payment voucher to the reques		

	for funds.  13. The ABTPA Staff updates the grant record in GTS with the date payment was made, the warrant number and the voucher number.  14. The ABTPA Staff adds the transaction to SAGE MIP (ABTPA stand-alone accounting system).
Alternate Flow List:	N/A

Alternate Flow	N/A	
Details:		
Issues/Problems/	N/A	
Improvements:		
Key Data	Grant Number	
Elements:	Request Amount	
	Date Received	
	Date Paid	
	• Voucher Number	
	Warrant Number	
	Vendor Number	
	Expense Object Code	
Metrics/Measures:	Amount of Funds Disbursed	
Legacy Systems:	GTS (MS Access), USAS, SAGE MIP	
Channels:	Mail	
Questions/Items		
for Follow up:		

# 5.2.5 ABTPA-1015 Adjust Grant

Primary Actor:	Grantee	Secondary Actors:	ABTPA Staff, Division Director
Use Case Name:	Adjust Grant		
Context:	When it becomes necessary to change any significant element of a grant, as listed below, the grantee submits a grant adjustment.		
	Grant adjustments require ABTPA Director approval, in the form of a Grant Adjustment Notice. Each Grantee is responsible for initiating a grant adjustment by completing Form GAF-1. Other forms may be included to clarify the action. The vast majority of Grant Adjustments involve the reallocation of budgeted salaries to program costs.		
	Requests must be transmitted to ABTPA over the signature of the person designated in the respective Grantee Acceptance Notice for that purpose, or over the signature of the Authorized Official.		
	The following adjustments require ABTPA Director approval in advance:  Out-of-state travel that was not approved by individual trip in the approved budget;		
	Changes in the goals, objectives, approach or geographical location of the grant;		
	<ul> <li>Transfers of funds within direct cost categories exceeding a cumulative total of 5.0% of the grant budget for that year;</li> </ul>		
	Changes in the number or job description of personnel specified in the grant		

	<ul> <li>agreement;</li> <li>Changes in equipment amounts, types, or methods of acquisition;</li> <li>Changes in the grant period or in the period for liquidating all encumbered funds;</li> <li>Decrease in the grantee cash contribution;</li> <li>Expenditure of Program Income not allocated in the approved budget;</li> <li>New line-items to be included in the budget; cost-of-living and merit increases exceeding five percent of a budgeted salary rate;</li> <li>Transfer of funds between direct cost categories.</li> </ul>	
Use Case Goal:	To change a significant element of ABTPA grant funded project or program.	
SMEs:	Charles Caldwell	
Div/Process Area:	ABTPA/Grants Administration	

Pre-Conditions:	The Actor is an authorized representative of a current ABTPA Grantee.		
Trigger:	The Grantee submits a Form GAF-1 to ABTPA.		
Post-Conditions:	The change is approved, added to the grant record and the Grantee is authorized to continue the grant.		
Basic Flow:	<ol> <li>The Grantee completes form GAF-1 (a paper copy is included in the grant packet, the form is also available on the website).</li> <li>If the personnel change is a new Financial Officer, actor attaches sample signature. Additional supplemental information may be attached as needed.</li> <li>The Grantee sends form and any attachments to ABTPA via mail, fax or email.</li> <li>The ABTPA Staff reviews the request against the original budget.         <ol> <li>If the ABTPA Staff rejects the adjustment, the ABTPA Staff calls the Grantee to negotiate the request.</li> <li>The Grantee resubmits an acceptable request.</li> </ol> </li> <li>The ABTPA Staff updates the budget in GTS according to adjustment.</li> <li>The ABTPA Staff completes a Grant Adjustment Notice for approval.</li> <li>The ABTPA Staff forwards the Grant Adjustment Notice to the Division Director for signature.</li> <li>The Division Director returns the signed Grant Adjustment Notice to the ABTPA Staff.</li> <li>The ABTPA Staff makes two copies of the Grant Adjustment Notice form; the original is mailed to the Project Director and a copy goes in the grant file.         <ol> <li>If the personnel change is a new Financial Officer, the ABTPA Staff makes three copies of the Grant Adjustment Notice and mails the original and one copy to the Project Director.</li> <li>The Project Director forwards the additional copy to the Financial Officer c. The Project Director ensures that the Notice is retained in the grant file</li> </ol> </li> <li>Note: No budgetary grant adjustment requests are honored 30 days prior to the end of the grant period. Adjustments are due by July 31st of the current grant year.</li> </ol>		
Alternate Flow List:	N/A		

Alternate Flow Details:	N/A
Issues/Problems/	N/A
Improvements:	
Key Data	Grant Number

Elements:	
Metrics/Measures:	N/A
Legacy Systems:	GTS (MS Access)
Channels:	Mail, Fax, Email
Questions/Items	
for Follow up:	

# 5.2.6 ABTPA-1020 Submit Grant Progress Reports

Primary Actor:	Grantee	Secondary Actors:	ABTPA Staff
Use Case Name:	Submit Grant Progess Reports		
Use Case Goal:	To present evidence that programs are achieving their goals, and remain in compliance with grant requirements.		
Context:			
SMEs:	Charles Caldwell, Jan Gregg		
Div/Process Area:	ABTPA/Grants Administration		

Pre-Conditions:	The organization submitting the report is a current Grantee.	
Trigger:	Report deadline.	
Post-Conditions:	The report status is updated in GTS and the Grants Spreadsheet reflects the report data.	
Basic Flow:	Report deadline. The report status is updated in GTS and the Grants Spreadsheet reflects the report	

	<ul> <li>Seizure Cases Filed</li> <li>Other Crimes Investigated Associated with Auto Theft/Burglary</li> <li>b. If the report is a Quarterly Expenditure Report, the Grantee supplies program budget, expenditures and local match in the following categories, and the Grantee's Financial Officer signs the report.</li> <li>Personnel</li> <li>Professional</li> <li>Travel</li> <li>Equipment</li> <li>Construction</li> <li>Supplies</li> <li>Indirect Cost</li> <li>Totals</li> </ul> Note: A separate year-end narrative report is required that includes a summary of
	each goal listed in the grant application and the grantee's assessment as to the accomplishment of the goals. This report must be signed by the Grantee's Project Director.  The year-end report is due Sept. 30.
Alternate Flow List:	N/A

Alternate Flour	N/A		
Alternate Flow	IN/A		
Details:			
Issues/Problems/	N/A		
Improvements:			
Key Data	Grant Number		
Elements:	Grantee Organization Name/Contact Information		
Metrics/Measures:	Stolen Vehicles		
	Cases Assigned		
	Arrests		
	Criminal Cases Filed		
	Recovered Vehicle and Parts		
	Stolen Vehicles Located		
	Vehicle Inspections		
	Salvage Inspections		
	Burglary of Motor Vehicle		
	Other Enforcement Activity		
	Seizure Cases Filed		
	Other Crimes Investigated Associated with Auto Theft/Burglary		
Legacy Systems:	GTS (MS Access), Grant Spreadsheet		
Channels:	Mail, Email, Fax		
Questions/Items			
for Follow up:			

## 5.2.7 ABTPA-1025 Conduct Grant Audit

Primary Actor:	ABTPA Staff	Secondary Actors:	Division Director, Grantee, Program Director, Financial Officer, Administrative Assistant, Finance
Use Case Name:	Conduct Grant Audit		Than more and the second right marine
Use Case Goal:	To verify grant compliance	e and performance.	
Context:	ABTPA conducts on-site audits of each Grantee. The Division Director and three additional ABTPA staff conduct audits, and the Division goal is to complete at least half of grant project audits in annually. The Division Director determines which grantees to schedule for an audit based on the aging of the last audit.  ABTPA gives the Grant Program Director two weeks notice prior to an audit. When the audit is complete, the ABTPA Staff mails a copy of the Audit Report to the Program Director, Financial Officer, and Authorized Official who has thirty days to respond to any findings.		
SMEs:	Charles Caldwell, Jan Gre	egg	
Div/Process Area:	ABTPA/Grants Administration		

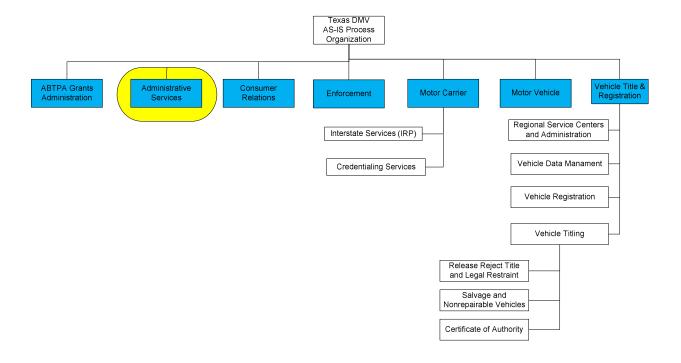
Pre-Conditions:	The subject of the audit must be an ABTPA Grantee.		
Trigger:	Schedule of audits.		
Post-Conditions:	The Audit has been conducted.		
	The Audit Report has been submitted to the Grantee.  The Grantee response has been collected and GTS updated.		
- · -	The Grantee response has been collected and GTS updated.		
Basic Flow:	1. The ABTPA Staff mails a Notice of On-Site Monitoring Inspection to the Grantee.		
	2. The ABTPA Staff tells the Administrative Assistant where the audit will be conducted.		
	3. The ABTPA Administrative Assistant completes travel arrangements.		
	<ul> <li>The ABTPA Administrative Assistant estimates travel expenses and prepares a Travel Advance Form.</li> </ul>		
	The Administrative Assistant forwards the Travel Advance Form to		
	Finance.		
	<ul> <li>Finance returns a travel advance (a credit card pre-loaded with</li> </ul>		
	estimated expense).		
	4. The ABTPA Staff travels to the audit site with the travel advance and the Audit		
	Report Template (Word template).		
	5. The ABTPA Staff meets with the Program Director and Financial Officer, reviews		
	grant files and checks off items as listed in the Audit Report Template, and		
	records findings and recommendations in the following categories:		
	Administration		
	Grant Performace		
	Financial Information		
	Expentitures		
	Travel		
	Program Income		
	Equipment		
	Confidential Funds		
	Exit Interview		
	6. When these categories are complete, the ABTPA Staff reviews the findings with		
	the Grant Program Director and Financial Officer in an exit interview.		

	7. The ABTPA Staff completes the Audit Report Template by recapping the results		
	of the exit interview.		
	8. The ABTPA Staff returns from the audit.		
	9. The ABTPA Staff delivers travel receipts to the Administrative Assistant.		
	<ul> <li>a. Finance forwards the credit card statement for the travel advance.</li> </ul>		
	b. The Adminstrative Assistant verifies that the travel reciepts balance to		
	the statement.		
	10. The ABTPA Staff prepares a narrative Site Visit Summary Report, which		
	contains;		
	Site Visit Purpose		
	Program Overview		
	<ul> <li>Goal Summary, Achievment, Recommendation</li> </ul>		
	Other Activities		
	Conculsion		
	Recommentations		
	11. The ABTPA Staff prepares a standard cover letter addressed to the Grantee's		
	Program Director.		
	12. The ABTPA Staff mails the letter and a copy of the Audit Report to the Grantee's		
	Program Director and files the original report in the grant file.		
	13. The ABTPA Staff sends the Site Visit Summary to the Administrative Assistant		
	and to ABTPA Staff.		
	a. The Administrative Assistant files the Site Visit Summary (for inclusion in		
	quarterly board meeting packets).		
	b. The ABTPA Staff enters the date of the Audit into the Grants Tracking		
	System (GTS) and attaches the Site Visit Summary to the file.		
	14. The Grantee's Program Director has 30 days to mail a response to the audit in		
	the form of an action plan to correct findings.		
	<ul> <li>a. If the Grantee's Program Director sends the response, the ABTPA Staff updates GTS and files the response in the grant file.</li> </ul>		
	b. If the Grantee's Program Director does not send a response, the ABTPA		
	Staff goes into the grant funds dispersment spreadsheet and enters a		
	hold on funds.		
Alternate Flow List:			

Alternate Flow	N/A
Details:	
Issues/Problems/	N/A
Improvements:	
Key Data	Grant Number
Elements:	Program Director Name/Contact Information
	Audit Date
	Audit Response Date
Metrics/Measures:	Grant Compliance
Legacy Systems:	GTS (MS Access), Funding Spreadsheet (Excel)
Channels:	In Person, Mail
Questions/Items	
for Follow up:	

### 6... Administrative Services

## 6.1 Overview and Background



### 6.1.1 Purpose and Objective of Program

The Administrative Services Division provides or oversees the following services;

- Allocations order processing to include supply shipments to requesting County TACs, TxDMV Regional Service Centers or other TxDMV divisions, responding to status order checks, order resolutions, etc.
- Huntsville warehouse operations and management to including management of overall inventory levels and replenishment of plate stock
- Scan center operations to include imaging and indexing services, vendor contract management, etc.
- Agency mail distribution and services, warehouse operations and off-site records storage.
- Management of information technology support and services for agency to include TxDMV Automation Systems Project development; certification of Dealer Title Application (DTA) software; maintenance and support of the Licensing, Administration, Consumer Affairs and Enforcement (LACE) system; Known Enhancements to Existing System (KEES) project management; maintenance and support of the Infrastructure and Legacy Application Analysis Project (ILAAP) system; management and monitoring of agency data center services; maintenance and support of the eTag system;



maintenance and support of the Registration and Titling System (RTS), desktop/seat management, telecommunications, and email.

- Facilities management and building services, support and access needs for the agency
- Human Resources management for the agency
- · Records maintenance and open records
- Agency fleet management and fuel card distribution
- Safety and risk management services for agency
- Agency equipment inventory management to include annual physical inventory, audit compliance, surplus and salvage activities, etc.

#### 6.1.2 Use Case Overview

These Use Cases describe the processes carried out by the Administrative Services Division.

Use Case Name	Actor
	TxDMV Administrative
Fulfill License Plate and Sticker Order	Services Staff
	TxDMV Warehouse
Reorder License Plates to Replenish Warehouse inventory	Manager
	TxDMV Administrative
Provide Centralized Technical Support	Services Staff
Archive Paperwork	TxDMV Staff
	TxDMV Administrative
Process Incoming Documents and Initiate Workflow	Services Staff
Report Performance Metrics	TxDMV Staff

### 6.2 Use Cases

#### 6.2.1 ADMIN-1030 Fulfill License Plate and Sticker Order

Primary Actor:	TxDMV Warehouse	Secondary Actors:	Shipping Companies, Motoring
•	Manager		Public
Use Case Name:	Fulfill License Plate and S	ticker Order	
Context	When the Motoring Public registers a vehicle and requires a new registration sitcker or sticker and license plate, the Huntsville warehouse ships the plate and sticker directly to the Motoring Public.		
	When a vehicle is sold by a dealer, the dealer may opt to have the license plate shipped to the dealership, so that the dealer may deliver the plate to the customer.		
	The warehouse keeps plates and stickers in inventory. The e-Tag system is integrated with the inventory system so that the plate number printed on the temporary e-Tag is the same as the number that will ship from the warehouse.		
Use Case Goal:	To deliver license plate and registration sticker to the Motoring Public.		
Div/process Area:	Administration Services		



Pre-Conditions:	The order has been captured at the point of registration.		
Trigger:	The system forwards the order to the Huntsville warehouse.		
Post-Conditions:	The registration sticker or plate and sticker have been delivered to the Motoring Public.		
Basic Flow:	Warehouse Staff receives the order.		
	2. The system prints the mailing label.		
	3. Warehouse Staff retrieves the sticker/plate and prepares them for mailing.		
	4. Warehouse Staff updates the system.		
	5. Warehouse Staff ships the sticker/plate.		
	6. The system stores the status of the plate.		
Alternate Flow List:	N/A		

Alternate Flow Details:	N/A
Key Data Elements:	<ul> <li>Date</li> <li>Motoring Public contact information</li> <li>Mailing Address</li> </ul>
Metrics/Measures:	<ul> <li>Status</li> <li>8.2 Million license plates are ordered per year to include approximately 150,000-200,000 specialty license plates.</li> <li>On average, 20 orders are received and processed on a daily basis, then are typically shipped the next work day.</li> </ul>
Legacy Systems:	Allocation Database, RTS
Channels:	

# 6.2.2 ADMIN-1035 Obtain a Supply of Title Stock

Primary Actor:	Supply Requestor	Secondary Actors:	TxDMV TxDMV Administrative Services Staff TxDMV Purchasing Staff Austin Data Center Title Vendor Shipping Companies
Use Case Name:	Obtain a Supply of Title Stock		
Context	Title stock is carefully controlled inventory produced on special and expensive paper (same as currency paper) used to print titles. The need to control this inventory is critical to prevent fraud as these documents have negotiable value.  Title stock is kept on hand at Headquarters.		
Use Case Goal:	To obtain a supply of title stock paper.		
Div/process Area:	Administration Services (Support Operations Branch)		

Pre-Conditions:	N/A		
Trigger:	Orders are triggered based on three month forecasts.		
Post-Conditions:	Order has been shipped and received.		
Basic Flow:	Administration Service (Support Operations) inventory system tracks daily title		
	issuance.		



	2. On a periodic basis, the Administration Service (Support Operations) staff	
	reorder title paper based on a 3 month supply forecast.	
	3. Administration Service (Support Operations) staff creates the order and sends it	
	to the Financial Service (FNS) Division's Purchasing Branch.	
	4. FNS Purchasing issues the order to the vendor (currently TxDMV has contracts	
	with two vendors to supply title paper which includes various colored title	
	documents and title types that include original titles, certified original titles,	
	salvage, etc.)	
	5. The title Vendor produces the blank title documents and sends them to the	
	Austin Data Center.	
	6. The original (blue) blank title documents are received at the Austin Data Center	
	by Administration Service (Support Operations) staff and FNS Purchasing staff	
	by counting the boxes received and validating the beginning sequence number	
	and the end sequence number for each box and performing other random	
	checks.	
	7. The original (blue) blank title documents are then moved to a secure area in the	
	Austin Data Center. All other blank title documents are received and validated in	
	a similar manner, but are secured in a cage area housed in the Administrative	
	Services (Support Operations) warehouse.	
	Note, after the original (blue) title documents have been produced and printed in the	
	Austin Data Center, the original (blue) title documents are moved to the mail room at	
	the TxDMV Austin HQ.	
	A third party vendor (Print Mail Pro) picks up the titles, stuffs the titles and any	
	appropriately designated inserts into the envelopes and mails the titles to the Vehicle	
	Owner or Lien Holder as appropriate.	
Alternate Flow List:	N/A	
Alternate Flow List.	1973	

Alternate Flow	N/A
Details:	
Key Data	Number and type of blank title documents ordered
Elements:	
Metrics/Measures:	
Legacy Systems:	Spreadsheet log for tracking number of titles issued.
Channels:	Mail

# 6.2.3 ADMIN-1045 Reorder License Plates to Replenish Warehouse Inventory

Primary Actor:	TxDMV Warehouse	Secondary Actors:	Huntsville Inmate/Prison
•	Staff		Manufacturing
Use Case Name:	Reorder License Plates to Replenish Warehouse Inventory		
Context	The current strategy for global warehouse inventory is to keep a 6 month supply of inventory in the warehouse to protect against unforeseen prison lock downs and manufacturing shut downs.		
	On a monthly basis, TxDMV Warehouse staff create a forecast of demand for the next		



	month based on current inventory levels and historical demand including known levels of expirations of license plate (7 year "needs" replacement). TxDMV Warehouse staff submit orders monthly based on the 6 month forecast to replenish the warehouse stock levels.  The forecast is maintained online.	
Use Case Goal:	To replenish warehouse license plate stock levels.	
Div/process Area:	Administration Services	

Pre-Conditions:	Current inventory in the warehouse is known and updated in a limited release of MSMS provided by TxDOT.		
Trigger:	Monthly		
Post-Conditions:	Order has been shipped and received and warehouse stock has been replenished.		
Basic Flow:	TxDMV Warehouse Staff prepares a 6 month forecast.		
	TxDMV Warehouse Staff updates the forecast online.		
	3. TxDMV Warehouse Staff enters and submits orders in the system for		
	inmate/prison manufacturing.		
	4. Huntsville inmate/prison manufacturing staff manufacture the license plates		
	which are moved to the warehouse stock area.		
Alternate Flow List:	N/A		

Alternate Flow	N/A
Details:	
Key Data	
Elements:	
Metrics/Measures:	8.2 million license plates are manufactured every year to include 150,000-200,000 specialty license plates;
Legacy Systems:	MSMS is the Material Supply Management System used in Huntsville; the version in use is a limited version and is used to place orders from the prison for license plates and for fulfilling allocation order requests.
Channels:	

# 6.2.4 ADMIN-1070 Provide Centralized Technical Support

Primary Actor:	TxDMV Administrative	Secondary Actors:	TxDMV Staff, Customers
•	Services Staff		
Use Case Name:	Provide Centralized Technical Support		
Context	TxDMV supports a variety of technical solutions intended to facilitate internal TxDMV		
	business operations as well as external customer access to TxDMV services. The		
	Centralized Technical Support provides assistance for users utilizing these technical		
	solutions.		
Use Case Goal:	Provide Centralized Technical Support		
Div/Process Area:	Administrative Services		

Pre-Conditions:	N/A
Trigger:	An incoming call has been identified as a technical support request and has been routed to TxDMV Centralized Technical Support.
Post-Conditions:	Technical support has been provided to the support requestor.



Basic Flow:	An incoming request has been identified as a technical support request and has been routed to TxDMV Centralized Technical Support.
	<ul> <li>For incoming requests via the phone, refer to use case: <u>CRD-1080</u></li> </ul>
	Contact TxDMV
	<ul> <li>For incoming requests via the web, refer to use case: <u>CRD-1092 Obtain</u></li> </ul>
	Web Customer Support
	2. TxDMV Administrative Services staff responds to the request for technical
	support and work with the requestor to resolve the issue.
	<ol><li>TxDMV Administrative Services analyzes the resolution of the issue and logs the interaction into a CRM.</li></ol>
	4. If there are any updates needed to the Knowledge Base, TxDMV Administrative
	Services staff forwards the updates to TxDMV Consumer Relations. Refer to
	use case: CRD-1160 Update and Manage the Knowledge Repository
Alternate Flow List:	N/A

Alternate Flow	N/A
Details:	
Key Data	N/A
Elements:	
Metrics/Measures:	N/A
Legacy Systems:	Legacy CRM
	All legacy applications
Channels:	Phone, Online

# 6.2.5 ADMIN-1076 Archive Paperwork

Primary Actor:	TxDMV Staff	Secondary Actors:	Processing Center Staff
Use Case Name:	Archive Paperwork		
Context	TxDMV documents that need to be scanned for archival purposes are sent to the		
	Scan Center after processing.		
	Examples of these types of documents are:		
	Applications for duplicate	registration	
Use Case Goal:	Documents are available electronically.		
Div/Process Area:	Administrative Services		

Pre-Conditions:	Documents are ready for archiving.		
Trigger:	Division staff deliver document batches Scan Center		
Post-Conditions:	Documents are electronically archived and available in the system.		
Basic Flow:	<ol> <li>TxDMV Staff sends paperwork to the central Scan Center.</li> <li>Processing Center Staff scans and indexes the items.</li> <li>Processing Center Staff perform quality assurance (QA).         <ul> <li>a. If the image cannot pass QA, Processing Center Staff follow exception handling procedures as established for the item type.</li> </ul> </li> <li>Processing Center Staff destroys or stores items according to TxDMV retention rules.</li> </ol>		
Alternate Flow List:	N/A		

Alternate Flow	N/A
Details:	



Key Data	Batch Number			
Elements:	Document Number			
	Volume of Scanned Documents			
	Volume of Returned Documents			
Metrics/Measures:	Volume of Scanned Documents:			
	Address change – 5000/week			
	• Title Transfer – 5,000-6,000/week			
	• Junk. Abandoned – 4,000 – 12,000/week			
	SOS List:1,000-5,000/week			
	SOS Titles 500-1,000/week			
	Export: 40,000/Month			
Legacy Systems:	FileNet			
	PRISM			
	Scan Manager 360			
	RTS			
	FileNet			
	• LACE			
	TxDOCS			
	Excel (daily volume export from Filenet into Excel for management report)			
Channels:	Mail			
	• Freight			
	Intra-office mail			
	• Email			

# 6.2.6 ADMIN-1077 Process Incoming Documents and Initiate Workflow

Primary Actor:	TxDMV Processing	Secondary Actors:	TxDMV Staff
	Center Staff		
Use Case Name:	Process Incoming Documents and Initiate Workflow		
Context	All paper documents and items sent to TxDMV are directed to a central processing		
	center.		
	The central Processing/Scan Center strips and processes any payments, then		
	forwards items for scannir	ng into the workflow.	
Use Case Goal:	Documents are electronically forwarded to the appropriate division for processing.		
Div/Process Area:	Administrative Services		

Pre-Conditions:	None		
Trigger:	Documents are received by the Processing Center.		
Post-Conditions:	Documents are electronically archived and available in the system.		
Basic Flow:	Processing Center Staff receives the mail.		
	Processing Center Staff strips and processes any payments received.		
	Processing Center Staff scans and indexes the items.		
	a. Processing Center Staff perform quality assurance (QA).		
	b. If the image cannot pass QA, Processing Center Staff follow exception		
	handling procedures as established for the item type.		
	4. Processing Center Staff enters data, associates the work item types, and initiates		
	the workflow for the item type.		
	5. Processing Center Staff destroys or stores items according to TxDMV retention		
	rules.		
Alternate Flow List:	N/A		



Alternate Flow	N/A		
Details:			
Key Data	Pallet Inventory		
Elements:	Box Number		
2.0on	Batch Number		
	Document Number		
	Volume of Scanned Documents		
	Volume of Returned Documents		
Metrics/Measures:	Volume of Scanned Documents:		
	Address change – 5000/week		
	• Title Transfer – 5,000-6,000/week		
	• Junk. Abandoned – 4,000 – 12,000/week		
	SOS List:1,000-5,000/week		
	SOS Titles 500-1,000/week		
	• Export: 40,000/Month		
Legacy Systems:	FileNet		
	PRISM		
	Scan Manager 360  DEC		
	• RTS		
	FileNet		
	• LACE		
	TxDOCS		
	Excel (daily volume export from Filenet into Excel for management report)		
Channels:	Mail		
	• Freight		
	Intra-office mail		
	• Email		

# 6.2.7 ADMIN-1078 Report Performance Metrics

Primary Actor:	TxDMV Staff	Secondary Actors:	
Use Case Name:	Report Performance Metrics		
Context	TxDMV staff access the system to produce views and reports on key performance		
	measures using data anal	lytics capabilities.	
Use Case Goal:	To view and report TxDMV key performance measures.		
Div/Process Area:	Administrative Services		

Pre-Conditions:	None		
Trigger:	TxDMV staff initiates data analytics capabilities to report on TxDMV key performance		
	measures.		
Post-Conditions:	Key performance measures reports and graphs are presented to TxDMV staff.		
Basic Flow:	TxDMV staff initiates data analytics capabilities to report on TxDMV key		
	performance measures.		
	The system presents the requested performance measures in the format		
	indicated by the TxDMV staff. The following are the specific key performance		
	measures that are available for reporting – these are specified as business		
	requirements:		
	CPR 1000 The solution shall capture and provide the ability to report on: Percentage		
	of renewals completed by channel		
	CPR 1005 The solution shall capture and provide the ability to report on: Cost to		
	process a renewal by channel		
	CPR 1010 The solution shall capture and provide the ability to report on: Cost of		



- inventory management for sticker inventory
- CPR 1015 The solution shall capture and provide the ability to report on: Change is channel uptake related to fee incentives/disincentives
- CON 1090 The solution shall track standard call center metrics (call holding time, call processing time, abandoned calls, etc.)
- CON 1095 The solution shall track the contact center agent hours availability and track hours that are unproductive due to call center infrastructure outages.
- CON 1100 The solution shall track calls resolved at first point of contact by type of transaction/services required.
- CON 1105 The solution shall track total time to resolve calls by type of transaction
- CON 1110 The solution shall track customer wait time and cost of long distance calls through virtual queuing (automatic call back when customer reaches front of queue – No loss of queuing position).
- CON 1115 The solution shall track the time it takes to resolve customer issues.
- CON 1120 The solution shall track responsiveness to requests for information and services enterprise-wide.
- CON 1125 The solution shall capture the Percent of questions answered correctly relying on the knowledgebase without involvement with a contact center or TxDMV Regional Service Center representative Target: 85%
- CON 1130 The solution shall capture the number of call transfers completed by utilizing the skill based routing functionality.
- CON 1135 The solution shall monitor service levels and performance objectives for all transactions to be processed by the contact center and downstream specialist groups including agreements on expectations when transferring a call.
- CON 1140 The solution shall monitor performance, forecast and plan contact center staffing to achieve specific service levels that can be customized.
- CON 1145 The workforce management capability shall include the capability to track
  performance and service levels by agent, by workgroup (multiple agents), etc. Note, this
  capability must extend beyond basic call center service measures to include quality and
  reporting by transactions and outcomes, e.g., percent of calls that resolve the problem within a
  certain timeframe.
- ECC 1555 The solution shall capture and provide the ability to report on percentage of carriers with electronic cab cards versus paper cab cards
- ERC 1590 The solution shall capture metrics for reporting the percent of email answered automatically and correctly.
- ERC 1595 The solution shall capture metrics for reporting Percent of email answered within x hours (TBD)
- ERC 1600 The solution shall report on email volumes, percent answered, percent answered correctly, time to respond.
- SCF 1655 The solution shall capture and provide the ability to report on: Percent of registrations stopped due to outstanding scofflaw fees
- SCF 1660 The solution shall capture and provide the ability to report on: Amount of scofflaw fees collected as part of registration renewal
- SCF 1665 The solution shall capture and provide the ability to report on: Percent change in the amount of scofflaw fees collected statewide
- SCF 1670 The solution shall capture and provide the ability to report on: Number of vehicle registrations that expire when scofflaw fees are owed
- SCF 1675 The solution shall capture and provide the ability to report on: Percent of vehicle registrations that expire when scofflaw fees are owed
- THD 1775 The solution shall capture and provide the ability to report on: Number of technical assistance requests from County TACs, subcontractors, and dealers/DTA vendors
- THD 1780 The solution shall capture and provide the ability to report on: Time to resolve a request for technical assistance from County TACs, Subcontractors, and dealers/DTA vendors
- THD 1785 The solution shall capture and provide the ability to report on: Percent of technical assistance requests resolved at the first level, second level, and third level
- THD 1790 The solution shall capture and provide the ability to report on: Number of staff hours lost at County TACs, Subcontractors, dealers, and TxDMV work areas due to system outages and system changes
- THD 1795 The solution shall capture and provide the ability to report on: Percent compliance with established SLAs



- THD 1800 The solution shall record all incidents and problems.
- THD 1805 The solution shall capture metrics to report on service levels for all TxDMV supplied equipment.
- THD 1810 The solution shall provide formal reports on outages including the impact of an outage (e.g., number of person-hours lost by County TAC due to network /system /application/desktop/printer outage).
- ETL 1880 The solution shall capture data and provide the ability to report on the number of corrected titles when errors have been made but the customer has opted for an electronic title.
- ETL 1885 The solution shall capture and provide the capability to report on the number of electronic titles versus paper titles annually.
- ETL 1890 The solution shall capture and provide the capability to report on the cost of producing an electronic title versus a paper title.
- ETL 1895 The solution shall capture and provide the capability to report on the number of electronic titles converted to paper titles by reason for conversion.
- ETL 1900 The solution shall capture and provide the capability to report on the percentage of dealers participating in electronic titling.
- ETL 1905 The solution shall capture and provide the capability to report on the percentage change in the number of liens placed electronically.
- ETL 1910 The solution shall capture and provide the capability to report on the percentage change in the number of liens released electronically.
- ETL 1915 The solution shall capture and provide the capability to report on the percentage of private sales completed through electronic titling.
- ETL 1920 The solution shall capture and provide the capability to report on the percent change in the amount and cost of secure title paper stock used.
- ETL 1925 The solution shall capture and provide the capability to report on the percent change in staffing costs related to review and release of title transactions, title corrections, title revocation, and conversion of salvage titles.
- FLT 2180 The solution shall capture and provide the ability to report on: Number of contacts with fleet owners to market the program.
- FLT 2185 The solution shall capture and provide the ability to report on: Percentage of contacts deciding to join the program.
- FLT 2190 The solution shall capture and provide the ability to report on: Change in staff costs to process fleet registrations and renewals.
- FLT 2195 The solution shall capture and provide the ability to report on: Number of fleet registrants
- FLT 2200 The solution shall capture and provide the ability to report on: Number of registrants who qualify for fleet renewals
- AVA 2255 The solution shall capture and provide the capability to report on: Volume
  of transactions by transaction type and by location.
- AVA 2260 The solution shall capture and provide the capability to report on: Percentage of transactions by location.
- AVA 2265 The solution shall capture and provide the capability to report on: Percent
  of transactions audited by TxDMV staff.
- AVA 2270 The solution shall capture and provide the capability to report on: Percent
  of audited transactions that do not conform to agency standards.
- CSD 2520 The solution shall capture and provide the ability to report on: Percentage
  of locations meeting or exceeding production standards
- CSD 2525 The solution shall capture and provide the ability to report on: Percentage
  of locations failing to meet production standards
- CSD 2530 The solution shall capture and provide the ability to report on: Percentage
  of locations meeting or falling below error standards
- CSD 2535 The solution shall capture and provide the ability to report on: Percentage
  of locations exceeding error standards
- CSD 2540 The solution shall capture and provide the ability to report on: Number and type of remedial actions taken for failure to meet standards
- CSD 2545 The solution shall capture and provide the ability to report on: Impact of remedial actions on meeting standards going forward
- CSD 2550 The solution shall capture and provide the ability to report on: Percentage of no-charge corrections
- ICM 2705 The solution shall capture and provide ability to report on: Number of



- inspections or investigations completed per week or month.
- ICM 2710 The solution shall capture and provide ability to report on: Time to complete inspections or investigations.
- MCS 2825 The solution shall provide business intelligence data capture and reporting in order to monitor value of apportioned plates at dealers and identify apportioned transactions for manual review to ensure apportioned registration is warranted.
- MCS 2830 The solution shall capture and provide the ability to report on: Number of visits to County TACs or TXDMV RCS to put a new vehicle into service.
- MCS 2835 The solution shall capture and provide the ability to report on: Cost by service, channel and location
- MCS 2840 The solution shall capture and provide the ability to report on: Error rate by service, channel and location
- MCS 2845 The solution shall capture and provide the ability to report on: Percent of error by transaction type
- MCS 2850 The solution shall capture and provide the ability to report on: Time to process transaction by type
- MCS 2855 The solution shall capture and provide the ability to report on: Percent of online service with and without assistance
- MCS 2860 The solution shall capture and provide the ability to report on: Number of IRP registrants with Texas as base state (compare to other states)
- MCS 2865 The solution shall capture and provide the ability to report on: UCR compliance rate
- MCS 2870 The solution shall capture and provide the ability to report on: Percent of "no change" audit findings (IRP)
- MCS 2875 The solution shall capture and provide the ability to report on: Number of IRP registrants based in Texas versus other jurisdictions.
- DWS 2990 The solution shall capture and report on the Number of dealer titling and registration transactions completed online
- DWS 2995 The solution shall capture and report on the Percentage of dealer titling and registration transactions completed online
- DWS 3000 The solution shall capture and report on the Percent change in the cost to process a dealer titling and registration transaction
- DWS 3005 The solution shall capture and report on the Percent change in the cost to review and release a dealer titling transaction
- DWS 3010 The solution shall capture and report on the Percent change in the cycle time to process a dealer titling and registration transaction
- OSS 3255 The solution shall track the number of self-service transactions without agent intervention.
- OSS 3260 The solution shall provide multichannel Web Feedback Management and web analytics to determine: 1) number of persons using web sites, 2) opportunities for web site design improvement and navigational improvements, 3) capability to report on and determine percent of interactions that were completed successfully or abandoned, 4) identification of trouble spots.
- OSS 3265 The solution shall capture the percent of calls handled by web self-service (by type of use case/transaction). Target: 85%
- OSS 3270 The solution shall capture the Percent of calls serviced through virtual assistant without transferring to contact center
- OSS 3275 The solution shall capture the Percent of questions answered correctly relying on the knowledgebase without involvement with a contact center or TxDMV Regional Service Center representative Target: 85%
- LES 3730 The solution shall capture and provide the ability to report on the number and percentage of law enforcement information requests serviced by channel (i.e. web service, IVR, phone).
- ORD 3810 The solution shall capture and provide the ability to report on: Shipping cost per item
- ORD 3815 The solution shall capture and provide the ability to report on: Cost of inventory on-hand
- ORD 3820 The solution shall capture and provide the ability to report on: Number of times an item is in an "out-of-stock" status
- ORD 3825 The solution shall capture and provide the ability to report on: Percentage
  of ordered items that are delayed due to an "out-of-stock" status



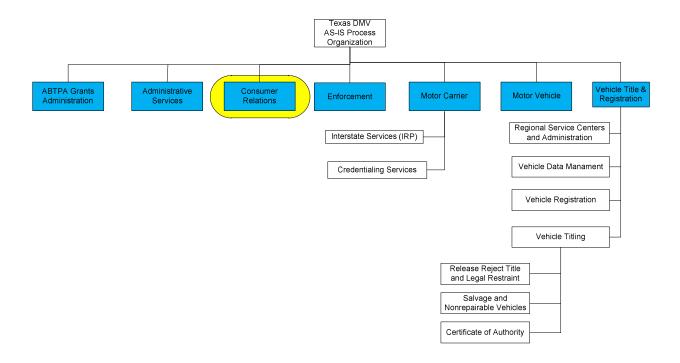
	<ul> <li>ORD 3830 The solution shall capture and provide the ability to report on: Staffing</li> </ul>
	costs related to inventory management of supplies and secure inventory items
	<ul> <li>ORD 3835 The solution shall capture and provide the ability to report on the length of</li> </ul>
	time it takes to obtain ordered supplies and secure inventory.
	<ul> <li>WRK 3980 The solution shall capture and provide the ability to report: time between</li> </ul>
	completing a transaction and having the requested title released, printed and mailed.
	• WRK 3985 The solution shall capture and provide the ability to report: time for having
	an original title released.
	<ul> <li>WRK 3990 The solution shall capture and provide the ability to report: time for imaging</li> </ul>
	documents from the time of intake
	WRK 3995 The solution shall capture and provide the ability to report: time for
	correcting titling errors from the time they are identified
	WRK 4000 The solution shall capture and provide the ability to report: Percent change
	in the number of title rejects/voids
	WRK 4005 The solution shall capture and provide the ability to report: Percent change  in the first and the solution shall capture and provide the ability to report: Percent change.  The solution shall capture and provide the ability to report: Percent change.
	in staff processing costs for completing salvage/non-repairable transactions
	WRK 4010 The solution shall capture and provide the ability to report: Percentage
	change in staff processing costs for completing owner retained salvage and non-repairable transactions
	<ul> <li>DLP 4320 The solution shall track the time involved in processing an application.</li> </ul>
	<ul> <li>DLP 4325 The solution shall record and report on the time it takes to process an</li> </ul>
	application through the various stages of the license application lifecycle.
	<ul> <li>DLP 4330 The solution shall capture and allow reporting on the time for processing</li> </ul>
	applications.
	<ul> <li>DLP 4335 The solution shall capture and allow reporting on the number of applications</li> </ul>
	submitted correctly the first time.
	• DLP 4340 The solution shall capture and allow reporting on the number of phone calls
	on the status of the application.
	<ul> <li>DLP 4345 The solution shall capture and allow reporting on the Number and percent</li> </ul>
	of simple applications approved that have no inspection findings after initial inspection.
	• DLP 4350 The solution shall capture and allow reporting on the Length of time
	between application and inspection. Target: 2 weeks for application site inspection (shorter
	target for expedited)
	DLP 4355 The solution shall capture and allow reporting on the length of time the  declarie will be beginning of the solution shall capture and allow reporting on the length of time the  declaries will be beginning.
	dealer is still in business after establishment of initial license.
	DLP 4360 The solution shall capture and allow reporting on the number of  stations (actions to large an declaration and to large the following and the
	citations/actions taken on dealers who took training courses  DLP 4365 The solution shall capture and allow reporting on the number of applicants
	<ul> <li>DLP 4365 The solution shall capture and allow reporting on the number of applicants who took pre-licensing training and then did not apply for dealer license.</li> </ul>
	DLP 4370 The solution shall capture and allow reporting on the Percentage of new
	licensees that renew their license.
	DLP 4375 The solution shall capture and allow reporting on the Number of
	applications submitted correctly the first time.
	DLP 4380 The solution shall provide a customer satisfaction survey of the licensing
	application process and capture and allow reporting of customer satisfaction metrics.
Alternate Flow List:	N/A
Lioti Lioti	

Alternate Flow	N/A
Details:	
Key Data	N/A
Elements:	
Metrics/Measures:	N/A
Legacy Systems:	N/A
Channels:	N/A



### 7... Consumer Relations

## 7.1 Overview and Background



### 7.1.1 Purpose and Objective of Program

The Consumer Relations Division (CRD) serves as the consumer doorway to better, faster and more efficient customer service to the public and industries served by TxDMV. Whether a consumer contacts TxDMV by phone, correspondence or e-mail, this frontline customer service specialist team handles each call and inquiry in a professional manner that addresses the unique needs of each consumer. Customers and industries served daily include the motoring public, dealers, law enforcement, local, state and federal agencies, dealer associations, manufacturers, distributors, lease facilitators, salvage yards, storage facilities, financial institutions and insurance entities, to name a few.

The division was established in June of 2010, pulling multiple phone and written interactions from various divisions of TxDMV to create "one-touch", integrated, customer-facing service. Multiple processes and staff were merged, and CRD established new processes and developed access to new resources. CRD continues to analyze and evolve their business processes to seek out efficiencies.

The CRD team handles more than 400,000 phone inquiries and 100,000 correspondence inquiries annually. With continuous focus on quality service, this division maintains an agency database to track consumer complaints, resolutions, compliments and suggestions. To measure agency-wide customer service successes and opportunities to improve, CRD maintains a Customer Service Satisfaction Survey at <a href="https://www.txpdw/survey.htm">www.txpdw/survey.htm</a>.



The mission of the Consumer Relations team is to serve each customer "right the first time!"

CRD also developed and maintains an award-winning, proactive tool to facilitate agency-wide internal communication. "Ask Reggie" is an Intranet-based system developed to accept questions from TxDMV staff (anonymously). CRD staff works cross-functionally within TxDMV to research and document answers to these questions. Through "Ask Reggie", CRD staff posts the questions and answers for internal reference, building a knowledge base easily accessed and shared throughout TxDMV.

The Consumer Relations Division is organized into one large section:

- It serves as a centralized customer service Contact Center servicing phone inquiries
  from the parties listed above. The Contact Center uses an ACD application that
  identifies and connects an incoming call to the first available representative, or queues
  the call if no representative is immediately available.
- The Contact Center also services written correspondence inquiries. The Contact Center staff manages the TxDMV, CRM Database for complaints, compliments, and suggestions and the Customer Satisfaction Survey.

Training is an ongoing endeavor, and 100% of the staff in both sections of CRD is engaged in cross-training. CRD has also implemented "Buddy System" partnering, whereby more experience staff members mentor less experienced counterparts. The division has also launched four staff coaching teams: Best Practices and Procedures, Communication and Team Building, Quality Control, and Training and Development. Each staff member is a member of one of these coaching teams; all employees are engaged in building staff skills and knowledge.

All employees also participate in quality control and improvement; for example, written correspondence goes through two levels of quality assurance before being sent to customers, and is subject to random sample quality assurance on a regular basis. Phone calls are audited on a random basis for quality and training purposes. CRD has also set service level targets for calls and correspondence and measures and reports on performance against these targets monthly.

While call volume averages give an overall picture of the workload, call volume patterns vary considerably and are impacted by forces outside of the division's control. Spikes in call volume are caused by events such as TxDMV system outages, changes in agency policy, license plate or windshield sticker redesign, changes in fees, press coverage of TxDMV, and federal programs or announcements, such as the federal "Cash for Clunkers" program. Managing these workload spikes presents an ongoing challenge.

#### 7.1.2 Volume and Metrics

The Contact Center is currently staffed at 43 full time equivalents; staffing levels include the section managers.

CRD tracks compliments and complaints received from customers and reports the results on a monthly basis.



The Contact Center responds to approximately 3,000 emails per month, and 4,500 correspondence items per month.

The Consumer Relations Division produces a monthly volume report on both phone calls and correspondence. A monthly call report tracks average hold time and calls abandoned in addition to call volumes. Average response time for correspondence is also tracked and reported.

Key performance indicators as outlined here give a high-level view of overall workload volume and the current general range of performance indicators. Key performance indicators are broken down by category of call received: Vehicle Title and Registration (VTR), Motor Vehicle Division (MVD) and Salvage Dealer (SALV):

•	Calls Offered	VTR calls	23,000-28,000/month
		MVD calls	5,000 – 7,000/month
		SALV calls	1,500 - 1,700/month
•	Calls Answered	VTR calls	23,000-28,000/month
		MVD calls	5,000 - 7,000/month
		SALV calls	1,300 - 1,500/month
•	Calls Abandoned	VTR calls	10-24%
		MVD calls	10-20%
		SALV calls	7-14%
•	Average Delay	VTR calls	5 Minutes
		MVD calls	10 Minutes
		SALV calls	4 Minutes

#### Correspondence Indicators:

•	Correspondence Processed	E-mail	3,000/month
		Written	500/month
		Misc.	5,000/month

<sup>\*</sup>Misc. includes bonds, placards, power of attorney forms,, etc.

•	E-mail Response Time	0-1 days	80%	
		2-3 days	19%	
		4-5 days	1%	



 Customer complaints, compliments, suggestions tracked through resolution

#### 100/month

### 7.1.3 Use Case Overview

These Use Cases describe the business processes carried out by the Consumer Relations Division.

Use Case Name	Actor
Contact DMV	Customer
Obtain Web Customer Support	Customer
Track Complaints and Compliments	TxDMV Consumer Relations Staff
Obtain Motor Vehicle Division/Enforcement (MVD/ENF) Packet	Customer
Obtain a Duplicate Registration (Out of State)	Motoring Public
Process In-State Stolen Remark	TxDMV TCS Staff
Resolve Toll Authority Dispute	Customer
Respond to Constituent Referrals	Executive Director's Office Staff
Conduct Customer Satisfaction Survey	TxDMV Consumer Relations Staff
Ask a Question through "Ask Reggie"	TxDMV Staff
Update and Manage Knowledge Repository	TxDMV Staff
Obtain Vehicle and Motorist Information	Law Enforcement

### 7.2 Use Cases

#### 7.2.1 CRD-1080 Contact TxDMV

Primary Actor:	Customer	Secondary Actors:	TxDMV CR Staff
Use Case Name:	Contact TxDMV		
Context	TxDMV has established centralized customer service to handle the majority of calls and emails received from customers and provide a "one-stop" question and issue resolution point for the public.		
	The majority of the customers and industries served daily by the Contact Center include the general public, the motoring public, dealers, law enforcement, local, state and federal agencies, dealer associations, manufacturers, distributors, lease facilitators, salvage yards, financial institutions and insurance entities. County TAC Offices also contact the Contact Center is they require assistance with customer transactions.		
	The Contact Center uses a system which routes contacts to the first available representative based on availability and customer preference, or offers to send the call into a virtual queue which will hold the place in the queue and call the customer		



	back if no representative is available within a pre-defined time period.
	The Contact Center has established customer relationship management capabilities to provide a customer-centric view of TxDMV customers, with the ability to view all customer communication and interaction from a single location, and track a case through resolution.
The Contact Center infrastructure also incorporates workforce management to staff, forecast and manage the agent population.	
The Contact Center infrastructure is extended to the Regional Service Center designated staff in the Regional Service Centers serve as additional call age create a larger pool of agents to handle incoming call volume.	
	Contact Center representatives are also available to respond to web chat requests and assist customers online.
Use Case Goal:	To obtain an answer to a question or resolve an issue.
Div/Process Area:	Consumer Relations Contact Center

Pre-Conditions:	The Customer wants information or action from TxDMV.		
Trigger:	The Customer contacts the TxDMV CRD Contact Center.		
Post-Conditions:	The Customer's question or issue has been resolved.		
Post-Conditions: Basic Flow:	<ol> <li>The Customer's question or issue has been resolved.</li> <li>The Customer contacts the Contact Center via phone, email, mail, or web chat.         <ul> <li>a. Customer contacts via phone will have the option of accessing the knowledge base to answer their question</li> <li>b. Customer emails will be routed through an email management system for resolution and routed to a TxDMV CR Staff as needed.</li> <li>c. Customer mail will be scanned into the system by the central processing center. Refer to use case: ADMIN-1077 Process Incoming Documents and Initiate Workflow.</li> </ul> </li> <li>The system logs the contact channel and time.</li> <li>TxDMV CR Staff assists the customer and responds via the channel the customer has chosen.</li> <li>If TxDMV CR Staff cannot assist the customer, they escalate the contact to a subject matter expert in the division of TxDMV that is most suited to handle the request.</li> <li>TxDMV CR Staff completes the log of the contact and resolution to be reviewed for addition to the knowledgebase and submits if to the knowledge base. Refer to</li> </ol>		
	use case: CRD-1160 Update and Manage the Knowledge Repository.		
	The system updates the contact history.		
Alternate Flow List:	Alternate Flow 1: At any point during the interaction with the online self-service functionality, the Actor may initiate a request for web customer service. Refer to <u>use case: CRD-1092 Obtain Web Customer Support</u> .		

Alternate Flow	N/A
Details:	
Key Data	Customer Contact Information
Elements:	• VIN
	• Time
	Date
	• Topic
	Resolution
Metrics/Measures:	Approximately 35,000 phone calls per month



	Approximately 3000 emails per month			
	Approximately 500 mailed items per month			
Legacy Systems:	• PBX			
	• ACD			
	Symposium			
	WorkCenter			
	FaxCom			
	PowerTerm			
	LACE - MVD			
	Salvage Dealer Database (MVD)			
	HQ Database			
	CRM Database			
	Filenet/TDIP (imaging)			
	• LRORSAL			
	• RTS			
	KCAA (film)			
Channels:	Online			
	Phone			
	Email			
	Mail			

# 7.2.2 CRD-1092 Obtain Web Customer Support

Primary Actor:	Customer	Secondary Actors:	TxDMV CR Staff
Use Case Name:	Obtain Web Customer Support		
Context:	All areas of the TxDMV website that provide online customer self-service also provide a link to Web Customer Support.		
Use Case Goal:	To obtain live assistance with a transaction.		
Div/Process Area:	Consumer Relations Contact Center		

Pre-Conditions:	N/A	
Trigger:	The Customer desires assistance.	
Post-Conditions:	The Customer has received assistance and resolved their question or issue.	
Basic Flow:	<ol> <li>The Customer requests assistance.</li> <li>TxDMV CR Staff responds.</li> <li>The system logs the contact channel and time.</li> </ol>	
	4. TxDMV CR Staff assists the customer.	
	<ul> <li>e. If TxDMV CR Staff cannot assist the customer, they escalate the contact to a subject matter expert in the division of TxDMV that is most suited to handle the request.</li> </ul>	
	<ul> <li>5. TxDMV CR Staff completes the log of the contact and resolution to be reviewed for addition to the knowledge base and submits if to the knowledge base. Refer to use case: CRD-1160 Update and Manage the Knowledge Repository.</li> <li>6. The system updates the customer relationship record.</li> </ul>	
Alternate Flow List:	N/A	

Alternate Flow	N/A
Details:	



Key Data		Work Item Number
Elements:		Date Received
Metrics/Me	easures:	
Legacy Sy	/stems:	N/A
Channels:		Web

# 7.2.3 CRD-1095 Track Complaints and Compliments

Primary Actor:	TxDMV CRD Staff Secondary Actors: Customer		
Use Case Name:	Track Compliments and Complaints		
Context	As required by the state's Compact with Texans, the Consumer Relations Division (CRD) tracks consumer complaints for the TxDMV. The system also tracks compliments and suggestions.		
	<ul> <li>The criteria to identify a complaint are:</li> <li>The Customer's concern must be under the TxDMV's authority to resolve.</li> <li>The Customer must express dissatisfaction.</li> <li>The Customer must imply or request TxDMV to take action or respond.</li> <li>The overall tone of the request may be considered in determining a complaint.</li> </ul>		
	<ul> <li>The criteria to identify a compliment are:</li> <li>The Customer specifically refers to an employee or department/division/office.</li> <li>The Customer mentions the service provided by the employee of department/division/office.</li> <li>The overall tone of the customer contact is positive and expresses a satisfying customer service experience.</li> </ul>		
Use Case Goal:	<ul> <li>To comply with the requirements of the Compact with Texans, and to provide a more inclusive reflection of the customer service experience by also collecting compliments and suggestions.</li> <li>To report on complaints, compliments and suggestions for use as a management tool for continuous improvement.</li> </ul>		
Div/Process Area:	Consumer Relations Contact Center		

Pre-Conditions:	A TxDMV Customer has a complaint, compliment or suggestion.		
Trigger:	TxDMV Staff receives a complaint, compliment or suggestion.		
Post-Conditions:	The complaint, compliment or suggestion is recorded in the database.		
Basic Flow:	<ol> <li>TxDMV CRD Staff receives a complaint, compliment or suggestion and logs into the system.</li> <li>Once the complaint is resolved, TxDMV CRD Staff selects the "Contact Type" (complaint, compliment or suggestion).</li> <li>TxDMV CRD Staff enters:         <ul> <li>Contact Type</li> <li>County Name</li> </ul> </li> </ol>		
	<ul> <li>Format Received</li> <li>Customer Contact Information</li> <li>Date Closed</li> <li>Regarding (staff member name)</li> <li>Comment</li> </ul>		



	Notes (if applicable)
	4. TxDMV CRD Staff selects the subject category and Subcategory for a complaint
	or a compliment:
	Subject Categories include:
	County TAC Office
	Dealers
	• DPS
	Emails/Correspondence
	License Plates
	Other
	Other Agency
	Regional Office
	Registration
	Telephone
	• Titles
	Website
	5. TxDMV CRD Staff may create a folder to attach any additional documents to the
	record.
	6. The record saves after a few seconds, so TxDMV CRD Staff does not need to
	click on anything to save the record.
	7. After the end of the month, TxDMV CRD Staff creates the report for the month.
	8. TxDMV CRD Staff selects the criteria for the report such as year and month,
	complaint, compliment or suggestion.
	TxDMV CRD Staff compiles the reports into the monthly Consumer Relations
	Division Work Activity Report, which is posted monthly to the CRD section of
A16 6 E1 11 6	TxDMV's intranet site.
Alternate Flow List:	N/A

Alternate Flow Details:	N/A	
Key Data	Contact Type	
Elements:	County Number	
	Format Received	
	Customer Contact Information	
	Date Closed	
	Regarding (staff member name)	
	Comment	
	Notes (if applicable)	
	County TAC Office	
	• Dealers	
	• DPS	
	Emails/Correspondence	
	License Plates	
	Other	
	Other Agency	
	Regional Office	
	Registration	
	Telephone	
	• Titles	
	Website	
Metrics/Measures:	Approximately 20 to 30 compliments per month	



	<ul> <li>Approximately 30 to 50 complaints per month</li> <li>50% to 75% of complaints are regarding dealer processing         Note: A more detailed analysis of the compliments and complaints may be found in the Consumer Relations Division's Monthly Work Activity Report.     </li> </ul>	
Legacy Systems:	CRM Database (MS Access)	
Channels:	Phone	
	Email	
	Mail	
	Walk-In	

# 7.2.4 CRD-1100 Obtain MVD/ENF (Motor Vehicle Division/Enforcement) Packet

Primary Actor:	Customer	Secondary Actors: TxDMV CR Staff	
Use Case Name:	Obtain MVD/ENF Packet		
Context	Customers contact the Contact Center wanting to know how to file a complaint against a dealer or file a Lemon Law complaint. Dealers also call wanting to know how to obtain a new general distinguishing number or new franchise license.		
	These packets are availab	ole for download from the TxDMV website.	
		The Contact Center also keeps paper information packets containing information on these topics in inventory. Customers can request the packets be mailed to them.	
	There are 4 types of packets:		
	MVD-GDN (Motor Ve	ehicle Division - Independent Dealer)	
	MVD-New Franchise		
	Enforcement Consumer Complaint		
	Lemon Law Complaint		
	that an information packet	rs TXDMV website for information. If the Customer requests to be mailed, CR Staff logs these requests. Each morning, ation packets logged the previous day.	
Use Case Goal:	To obtain an information packet.		
Div/Process Area:	Consumer Relations		

Pre-Conditions:	None	
Trigger:	The Customer has contacted TxDMV and requested a packet.	
Post-Conditions:	The requested information packet has been downloaded or mailed.	
Basic Flow:	The Customer goes to the TxDMV website.	
	2. The Customer selects the appropriate information packet.	
	3. The Customer downloads the packet.	
Alternate Flow List:	Alternate Flow 1: Obtain an Information Packet via Mail	
	Alternate Flow 2: At any point during the interaction with the online self-service functionality, the Actor may initiate a request for web customer service. Refer to <u>use case: CRD-1092 Obtain Web Customer Support</u> .	

Alternate Flow	Alternate Flow 1: Obtain an Information Packet via Mail	
Details:	The CR Staff requests the following information from the Customer and logs the	



	The state of the s	
	information in the system:	
	Name	
	Address	
	Contact information	
	Type of information packet requested	
	2. The CR Staff informs the Customer that the packet will be sent.	
	3. The next day, the CR Staff opens the system to generate the cover letter, then	
	prints the letters in batches by type of request (MVD-GDN, MVD-New Franchise,	
	Enforcement Consumer Complaint, Lemon Law Complaint).	
	4. The CR Staff arranges the letters by type.	
	5. The system updates the history and clears the print queue.	
	Packets are kept in stock in the work area; the CR Staff stuffs the information	
	packets and letters and places them in outgoing mail.	
Key Data	Name	
Elements:	Address	
	Contact Information	
	Packet Type	
Metrics/Measures:	An average of 175 information packets per month	
Legacy Systems:	ITEAM (MS Access)	
	Production Database (MS Access)	
Channels:	Online	
	Phone	
	Mail	

# 7.2.5 CRD-1105 Obtain a Duplicate Registration (Out of State)

Primary Actor:	Motoring Public Secondary Actors: TxDMV CR Staff	
Use Case Name:	Obtain a Duplicate Registration (Out of State)	
Context	There are several situations where the Motoring Public with a vehicle registered in Texas need proof of registration:	
	Military personnel are required to show proof of registration to be allowed on the base where they are stationed.	
	<ul> <li>When relocating to a new state, the DMV of that state normally requires the new residents to provide proof of registration from the previous state.</li> </ul>	
	In order to receive a duplicate registration, the Motoring Public must provide:	
	o Copy of photo ID	
	<ul> <li>Military Base or DMV cover sheet</li> </ul>	
	<ul> <li>Note: Only the owner of the record or current owner of the vehicle may request this information by this process and must be located out of state. A third party individual, or business (except for DMV, Military installations or Law Enforcement) cannot use this channel and must request information either in person at a Regional Service Center, county tax office, or by mail.</li> </ul>	
Use Case Goal:	To obtain proof of registration.	
Div/Process Area:	Consumer Relations Contact Center	

Pre-Conditions:	The vehicle is registered in Texas.
	Motoring Public is located out of state or stationed on a military base.
	Motoring Public has obtained and completed a Form VTR-275 and provided a



	copy of photo ID.	
Trigger:	Motoring Public emails or faxes the VTR-275 and copy of driver license or Military ID to Correspondence.	
Post-Conditions:	The request for duplicate registration has been fulfilled.	
Basic Flow:	<ol> <li>The Motoring Public completes the application online.</li> <li>The Motoring Public attaches:         <ul> <li>A cover sheet from the base where they are stationed</li> <li>A completed and signed VTR-275</li> <li>A copy of photo ID</li> </ul> </li> <li>The system routes the application to TxDMV CR Staff.</li> <li>When the documents arrive, TxDMV CR Staff reviews the documents for completion.         <ul> <li>If data is not matched or if the form is incomplete, the TxDMV CR Staff tries to call the Motoring Public and explains what information is needed.</li> </ul> </li> <li>TxDMV CR Staff retrieves the vehicle registration record in the system.</li> <li>TxDMV CR Staff returns the receipt to the Motoring Public through the channel requested; either via mail, fax or email attachment.</li> <li>CR Staff forwards the documents to be scanned. Refer to Use Case: Archive Paperwork.</li> </ol>	
Alternate Flow List:		
	Alternate Flow 2: The Motoring Public calls or emails a request	

Alternate Flow	Alternate Flow 2: The Motoring Public calls or emails a request	
Details:	The Motoring Public calls or emails a request for duplicate registration.	
	2. TxDMV CR Staff informs the Motoring Public that they will need to send:	
	A cover sheet from the base where they are stationed	
	A completed and signed VTR-275	
	A copy of photo ID	
	3. TxDMV CR Staff encourages the Motoring Public to scan and email the	
	documents, but they may be faxed if they cannot email.	
	4. When the documents arrive, TxDMV CR Staff reviews the documents for completion.	
	a. If data is not matched or if the form is incomplete, the TxDMV CR Staff tries	
	to call the Motoring Public and explains what information is needed.	
	5. TxDMV CR Staff retrieves the vehicle registration record in the system.	
	6. TxDMV CR Staff returns the receipt to the Motoring Public through the channel	
	requested; either via mail, fax or email attachment.	
	CR Staff forwards the documents to be scanned. Refer to Use Case: Archive	
	Paperwork.	
Key Data	Customer Contact Information	
Elements:	ID type	
	ID number	
	ID Expiration Date	
	Plate number	
	Vehicle make	
	Vehicle year	
	• VIN	
	Name of Requestor	
	Company	
	Fax number	
Metrics/Measures:	25 - 40 duplicate registration requests/month	
Legacy Systems:	GroupWise	



	RTS/POS
	MVDI
Channels:	Online
	Phone
	• Fax
	Email
	Mail

## 7.2.6 CRD-1110 Process In-State Stolen Remark

Primary Actor:	TxDMV TCS Staff	Secondary Actors:	TxDMV VDM Staff , Law Enforcement, County TAC Office, Vehicle Owner, TxDMV CR Staff
Use Case Name:	Process In-State Stolen Remark		
Context	In-State Stolen cases are those where a Vehicle Owner applies for a title on a vehicle that has been reported stolen in Texas. The County Tax Office may process the transaction; however, the stolen remark on the vehicle record prevents TxDMV TCS Staff from issuing the title.  When TxDMV TCS Staff encounters a title application in which a Stolen Remark is attached to the title, TxDMV TCS Staff forwards the title transaction documents and receipt to Consumer Relations for resolution.		
Use Case Goal:	To resolve the stolen status of the vehicle and issue the title.		
Div/Process Area:	Consumer Relations Contact Center		

Pre-Conditions:	A Vehicle Owner applies for a title and the vehicle record has an attached stolen remark.	
Trigger:	The TxDMV TCS Staff rejects the title application and forward the title transaction documents to CRD electronically.	
Post-Conditions:	The stolen status of the vehicle is resolved and communicated to the County TAC.	
Basic Flow:	<ol> <li>TxDMV CR Staff reviews title application in the system to determine if all required documents are included so the case can be processed. CR Staff is looking for the presence of a copy of the police report filed in the applicant's name.</li> <li>If the person who reported the vehicle stolen is not the Vehicle Owner (applicant), an affidavit signed by both the person who reported the vehicle stolen and the Vehicle Owner (the applicant) is required.</li> <li>If a copy of the police report is included and filed in the title applicant's name or the police report and an affidavit as described above is included, the CR Staff returns the title transaction to TCS via interoffice mail with a cover sheet stating that the title can be released.</li> <li>If there is not a copy of the police report or an affidavit from both parties (if title applicant didn't report theft) is not included, CR Staff sets up the case in the system assigning it in the "stolen" category.</li> <li>CR Staff determines the status of the case by reviewing the vehicle history in the system.</li> <li>Status (active or not) If active, they review:</li> <li>Case number</li> <li>Date of theft</li> </ol>	
	Name of police department (if known)	



	<ul> <li>Police department phone</li> </ul>
	Police department fax (if known)
	Police department email (if known)
	5. CR Staff updates the status of the case in the system.
	6. If the vehicle is "no longer active stolen": stolen remark is removed in the system.
	<ul> <li>The CR Staff prints the email, attaches it to the title transaction and forwards to TCS via interoffice mail.</li> </ul>
	b. TxDMV TCS Staff releases the title.
	7. If the vehicle is "active stolen", the CR Staff determines whether the vehicle was stolen before or after the date of the title transaction.
	c. If the vehicle was stolen before date of the title transaction, the CR Staff
	prepares an email to Law Enforcement notifying them that someone is applying for a title.
	8. CR Staff prepares a letter or email to the Vehicle Owner with instructions on next
	steps:
	<ul> <li>Either the Vehicle Owner needs to provide a police report filed in the Vehicle Owner's name, or</li> </ul>
	<ul> <li>Vehicle Owner needs to provide a signed affidavit, or</li> </ul>
	<ul> <li>Vehicle Owner needs to contact the police department to have the stolen remark removed (if vehicle is recovered).</li> </ul>
	d. If a lien holder is recorded, the CR Staff emails or mails a copy of the letter
	to the lien holder.
	9. When the documents are received, CR staff attaches them to the record in the
	system. If the documents are paper, CR Staff sends the documents for scanning.
	10. The CR Staff updates the status in the system and closes the case.
Alternate Flow List:	N/A

Alternate Flow Details:	N/A		
Key Data	Vehicle Owner Contact Information		
Elements:	VIN		
Liomonto.	Make		
	Model		
	Year		
	Description		
	Case Status		
	Request Date		
	Close Date		
	Date of Theft		
	Police Department Contact Information		
Metrics/Measures:	Number of in-state stolen remark transactions is approximately 40-60/month.		
Legacy Systems:	Casework (LRORSAL – MS Access)		
	FileNet		
	DPS/NCIC		
	• RTS		
	MVDI		
Channels:	Mail		
	Email		

# 7.2.7 CRD-1115 Resolve Toll Authority Dispute

Primary Actor: Customer or Toll Secondary	Actors: Toll Authority, TxDMV CR Staff
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	Authority	
Use Case Name:	Resolve Toll Authority Dispute	
Context	When a Customer receives a Toll Authority violation notice on a vehicle they have sold and are unable to resolve the violation notice with the toll authority, they may request evidence from TxDMV that they no longer own the vehicle and are not responsible for the violation.	
	The Customer is able to go online to access the Vehicle Transfer Notification from the sale of the vehicle, and either print and mail it to the Toll Authority, or email it.	
	If the customer requests, the Contact Center provides a confirmation letter either stating when the vehicle was sold (VTR-346 confirmation) or a letter stating the new owner has obtained title and when the vehicle was sold to them. The exact date of sale can be identified through verifying the date of sale on the back of the title in Filenet or by a VTR-346 submitted.	
	If the Customer wants the license plate number included in the letter, they must also fax a signed Form VTR-275 and a copy of current government issued photo identification.	
	If the customer still cannot resolve the issue with the Toll Authority, or if they need proof they received the violation in error, this will result in forwarding the inquiry to CR Staff to resolve directly with the Toll Authority. The Toll Authority will also contact CR Staff to request verification of an owner's responsibility for violations. Everyday VTN/VTR-346 confirmation letter requests are not forwarded for resolution specifically with the Toll Authority. The customers are provided the confirmation letter to resolve with the Toll Authority.	
Use Case Goal:	To have the violation dismissed by the Toll Authority or to confirm information for the Toll Authority.	
Div/Process Area:	Consumer Relations Contact Center	

Pre-Conditions:	The Customer has received a Toll Authority violation notice after sale of a vehicle or
	the Toll Authority needs confirmation of responsible party.
Trigger:	The Customer is unable to resolve the violation notice with the Toll Authority and
	contacts the Contact Center. The Toll Authority is unable to determine responsible
	party and contacts us for confirmation of our records.
Post-Conditions:	The Customer is no longer held responsible for the violation by the Toll Authority or
	the Toll Authority has the information they need.
Basic Flow:	The Customer goes to the TxDMV website.
	2. The Customer logs in to retrieve their Vehicle Transfer Notification.
	3. The Customer forwards the Vehicle Transfer Notification to the Toll Authority.
	4. The system updates the contact history.
Alternate Flow List:	Alternate Flow 1: Ask TxDMV to Resolve Toll Authority Dispute
	Alternate Flow 2: At any point during the interaction with the online self-service
	functionality, the Actor may initiate a request for web customer service. Refer to use
	case: CRD-1092 Obtain Web Customer Support.

Alternate Flow	Alternate Flow 1: Ask TxDMV to Resolve Toll Authority Dispute
Details:	The Customer or Toll Authority contacts TxDMV.
	2. CR Staff logs the contact into the system.
	3. CR Staff requires the following information:
	Customer Name/Contact Information



	Plate Number and VIN
	<ul> <li>What Toll Authority is sending violation(s) and if possible copy of a bill to</li> </ul>
	confirm
	Detailed description of the issue.
	4. CR Staff verifies the transfer of ownership by looking up the vehicle information
	in the system.
	5. CR Staff contacts the Toll Authority to resolve bills for the customer or to confirm
	the identity of the responsible party.
	6. CR Staff responds to the customer with the outcome, as applicable.
	7. CR Staff updates the status in the system.
Key Data	Name
Elements:	Address
	Phone
	• VIN
	Plate Number
	Date
	Date of Sale
	Toll Authority
Metrics/Measures:	The number of Toll Authority research cases is approximately 10-15 per month.
Legacy Systems:	Weblog
	Casework
	MVDI
	Filenet
Channels:	Online
	Phone
	Mail
	• Email

## 7.2.8 CRD-1120 Process Seized Placards

Primary Actor:	Law Enforcement	Secondary Actors:	TxDMV CR Staff, TxDMV Legal
•			Counsel, Customer
Use Case Name:	Process Seized Placard		
Context	Law Enforcement seizes a placard when it is misused; they are required to send it to CRD within 5 days of seizure. The County TAC may not issue a new placard or renew a placard to the Customer until the right to use the placard has been reinstated by TxDMV Legal Counsel.		
Use Case Goal:	To return seized placards to TxDMV and update TxDMV records.		
Div/Process Area:	Consumer Relations/Correspondence		

Pre-Conditions:	Law Enforcement has confiscated a placard and issued a violation ticket.	
Trigger:	CR Staff has received the confiscated placard from Law Enforcement and a copy of	
	the ticket.	
Post-Conditions:	Confiscated placard has been processed.	
Basic Flow:	Law Enforcement logs on to their TxDMV account.	
	2. Law Enforcement enters the placard number to revoke the placard.	
	3. The system prevents the placard from being reissued.	
	4. Law Enforcement sends the seized placard with a letter explaining that the	
	placard was seized to the Contact Center.	
	5. CR Staff sends an email or letter to the Customer along with an information	



	packet for how to reinstate the placard ("The Placard Hearing Request").
Alternate Flow List:	Alternate Flow 1: Law Enforcement Mails Seized Placard
	Alternate Flow 2: Reinstate Placard
	Alternate Flow 3: At any point during the interaction with the online self-service functionality, the Actor may initiate a request for web customer service. Refer to <u>use case: CRD-1092 Obtain Web Customer Support</u> .

Alternate Flow	Alternate Flow 1: Law Enforcement Mails Seized Placard
Details:	1. Law Enforcement sends the seized placard with a letter explaining that the
	placard was seized to the Contact Center.
	2. CR Staff enters the system and enters customer information and searches for
	the placard using the placard inquiry function.
	CR Staff retrieves the Customer name and address and the county of
	registration.
	4. CR Staff revokes the placard in the system.
	5. The system will prevent issuance of another placard.
	6. CR Staff sends an email or letter to the Customer along with an information
	packet for how to reinstate the placard ("The Placard Hearing Request").
	packet for flow to remistate the placard (The Flacard Fleating Request ).
	Alternate Flow 1: Reinstate Placard -When a placard is confiscated by Law
	Enforcement, in order for the owner to get the placard back or obtain another
	placard, they must go through a hearing process.
	Customer requests a hearing by sending a letter to TxDMV with the following
	information:
	Placard number
	Brief description of what happened
	Request to have placard reinstated.
	Legal Counsel sends a form letter via mail or email to the Customer affirming that placard will not be misused.
	3. The Customer signs the form letter and returns it to Legal Counsel.
	4. Legal Counsel forwards the letter to CR Staff.
	5. CR Staff issues a new placard.
Key Data	Customer Contact Information
Elements:	Placard number
	Ticket number
	TAC information
Metrics/Measures:	Number of confiscated placards is approximately 50-100/month
	Number of reinstated placard is 10%-15% per month.
Legacy Systems:	RTS-POS
	Placard Database
	Production Database
Channels:	Online
	Mail

# 7.2.9 CRD-1145 Respond to Constituent Referrals

Primary Actor:	TxDMV Executive	Secondary Actors:	TxDMV CR Staff, Constituent
,	Director's Staff	•	



Use Case Name:	Respond to Constituent Referrals	
Context	The Governor's office, elected officials, other agencies, or the general administration	
	of the state of Texas receive correspondence that relates to TxDMV; these	
	communications are typically directed to the Executive Director of TxDMV. The	
	Executive Director's Staff forward these to the Contact Center. The standard for	
	turnaround time on response to this correspondence is 24 hours.	
Use Case Goal:	To obtain a written response and resolution.	
Div/process Area:	Consumer Relations/Correspondence	

Pre-Conditions:	The Executive Director has forwarded the correspondence to CRD.
Trigger:	The Contact Center receives the correspondence.
Post-Conditions:	<ul> <li>The question or issue has been resolved.</li> <li>A letter has been sent to the Constituent.</li> <li>The Executive Director's Staff is informed of the response.</li> </ul>
Basic Flow:	<ol> <li>The Executive Director's Office Staff forwards the constituent correspondence.</li> <li>TxDMV CR Staff assigns the case in the system.</li> <li>TxDMV CR Staff researches and interacts with TxDMV process areas as needed to resolve the issue.</li> <li>TxDMV CR Staff contacts the Constituent by phone to determine the most situation-appropriate course to resolution.</li> <li>TxDMV CR Staff prepares a letter to the Constituent verifying the resolution.</li> <li>TxDMV CR Staff routes the letter to management for internal quality assurance (QA).</li> <li>The (QA) Writer routes the letter to division director for an additional quality assurance check.</li> <li>The letter is routed back to TxDMV CR Staff.</li> <li>TxDMV CR Staff routes the letter to the Executive Director's Staff for approval and signature.</li> <li>The Executive Director's Staff mails the letter and copies the party that originally forwarded the correspondence.</li> <li>When the letter is approved, the TxDMV CR Staff updates the system and closes the work item.</li> </ol>
Alternate Flow List:	N/A

Alternate Flow	N/A
Details:	
Key Data	Constituent Contact Information
Elements:	
Metrics/Measures:	Average of 1-3 per month
Legacy Systems:	GroupWise
	MVDI
Channels:	Mail
	E-mail

# 7.2.10 CRD-1150 Conduct Customer Satisfaction Survey

Primary Actor:	TxDMV CRD Staff	Secondary Actors:	Customers, Regional Service Center Staff	
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Use Case Name:	Conduct Customer Satisfaction Survey
Context	The Consumer Relations Division conducts ongoing surveys of customer satisfaction. The survey population consists for walk-in Customers, online Customers, and Customers telephoning or corresponding with Regional Service Centers, the Contact Center, or County TAC office, to include substations.  After answering inquires by email, correspondence, online, telephone and walk-in visits, customer service employees refer Customers to an online survey. The surveys are also available in paper form at the Regional Service Centers. TxDMV Regional Service Center Staff collect and enter the paper surveys collected from their locations.
	The survey uses the "skip logic" format, meaning the Customer's initial response will change subsequent questions. For example, if a Customer's answer implies that they communicated by e-mail, the subsequent questions ask the user about their experience corresponding via e-mail. The survey accordingly routes users selecting other methods of contact, such as correspondence, online, walk-in and phone.  The results of the surveys are compiled and reported on a monthly basis and are available through the Consumer Relations section of the TxDMV Intranet site.
Use Case Goal:	To obtain Customer feedback on TxDMV service and use this information for iterative service improvement.
Div/process Area:	Consumer Relations Contact Center

Pre-Conditions:	The Customer has received a TxDMV service and has received the survey.	
Trigger:	The Customer completes the survey.	
Post-Conditions:	The survey responses have been compiled, analyzed and reported,	
Basic Flow:	<ul> <li>Methods of Delivery</li> <li>Email and Correspondence Customers</li> <li>1. The closing line of e-mail and correspondence contains a URL referring the Customer to the survey on the TxDMV website.</li> <li>2. The Customer clicks on the link to access and complete the survey.</li> <li>3. The system collects the survey responses.</li> <li>Telephone Customers</li> <li>1. The Call Center Representative refers the Customer to the TxDMV website to complete the survey, or may alternately e-mail the URL to the Customer.</li> <li>2. The Customer goes to the TxDMV website and clicks on the link to access and</li> </ul>	
	complete the survey.  3. The system collects the survey responses.  Walk-In Customers  1. The counter representative directly provides the Customer with a survey card, asking them to complete it before they leave or to respond online; the survey card contains the URL, so the Customer may visit the site at a later time.  a. If the Customer completes the survey in the office, they place the completed survey card into a comment box.  i. The completed cards are collected and entered manually into the website survey tool.  ii. The system collects the survey responses.  Online Customers	



	<ol> <li>The front page on the TxDMV website features a link to the survey; a link also appears under "Contact Us". The website may automatically reroute customers to the survey when transactions are completed.</li> <li>The Customer clicks on the link to access and complete the survey.</li> <li>The system collects the survey responses.</li> </ol>
Alternate Flow List:	Alternate Flow 1: At any point during the interaction with the online self-service functionality, the Actor may initiate a request for web customer service. Refer to use case: CRD-1092 Obtain Web Customer Support.

Alternate Flow	N/A		
Details:			
Key Data	Survey Question		
Elements:	Survey Response Category		
Metrics/Measures:	600 -700 responses per month		
	Analysis of responses, including satisfaction by channel may be found in the		
	Consumer Relations Division's Monthly Work Activity Report.		
Legacy Systems:	Website: SurveyMonkey.com		
Channels:	Phone		
	Mail		
	E-mail		
	Walk-In		
	Website		

# 7.2.11 CRD-1155 Ask a Question through "Ask Reggie"

Primary Actor:	TxDMV Staff	Secondary Actors:	TxDMV CR Staff
Use Case Name:	Ask a Question through "Ask Reggie"		
Context	internal communication. "accept questions from TxI "Reggie" is integrated into TxDMV CR Staff work croanswers to these question and answers for internal reshared throughout TxDMV	Ask Reggie" is an Intra DMV staff (anonymousl the TxDMV knowledge ss-functionally within T is. Through "Ask Reggeference, building a knowledge to the state of th	,
Use Case Goal:	To obtain an answer to a	question about TxDMV	
Div/process Area:	Consumer Relations Cont	act Center	

Pre-Conditions:	TxDMV Staff member has asked a question through "Ask Reggie".		
Trigger:	The question arrives in the "Ask Reggie" inbox.		
Post-Conditions:	The question has been answered and the answer is posted in "Ask Reggie".		
Basic Flow:	1. TxDMV Staff goes to the TxDMV Intranet site and selects "Ask Reggie".		
	2. TxDMV Staff may review the guidelines for asking questions before posting a		



	question.
	TxDMV Staff posts their question and selects "send".
	4. The system routes the question to "Ask Reggie".
	5. The knowledge base searches for relevant answers.
	6. CR Staff reviews the knowledge base answer.
	7. CR Staff researches the question and contacts other process areas of TxDMV
	as needed to develop the answer to the question.
	8. CR Staff create Categories and Tags for questions, so users can search the site.
	9. The drafted answer undergoes an editing and approval process.
	10. Once approved, the system posts the answer to the question on "Ask Reggie".
Alternate Flow List:	N/A

Alternate Flow	N/A	
Details:		
Key Data	Date	
Elements:		
Metrics/Measures:	5 to 10 questions per month	
	"Ask Reggie" has received over 10,000 hits since its inception.	
Legacy Systems:	Crossroads	
	Wordpress.com	
Channels:	Intranet site	

# 7.2.12 CRD-1160 Update and Manage the Knowledge Repository

Primary Actor:	TxDMV CR Staff	Secondary Actors:	Customer, TxDMV Staff
Use Case Name:	Update and Manage the Knowledge Repository		
Context	facilitate public and agend The knowledge that suppl sources:  Existing TxDMV policy  Answers to customer answered, either by p  Answers to customer divisions that are capt service, or postal mail  Answers given interna (currently through "As	ey-wide internal commu- ies the knowledge repo- y and procedure manua- questions given by the hone, email, Web custo questions given by the cured as answered, eith l. ally to TxDMV staff that k Reggie").	ository comes from several different als Contact Center that are captured as omer service, or postal mail. subject area experts in other her by phone, email, Web customer are not available to the public ctionally within TxDMV to validate
Use Case Goal:	,	•	xDMV customers, and TxDMV staff I knowledge in all subject areas
Div/process Area:	Consumer Relations		

Pre-Conditions:	Knowledge is being captured in the knowledge repository.	
Trigger:	Knowledge is forwarded to the knowledge base.	



Post-Conditions:	The knowledge is available in the system for query and usage.		
Basic Flow:	TxDMV Staff refers to the knowledge repository in handling queries.		
	2. As TxDMV staff find they have knowledge to add to the knowledge repository by		
	subject area, they have the option of forwarding their contribution to be reviewed.		
	The contribution is forwarded to the Knowledge Manager for review.		
	4. The Knowledge Manager forwards the contributions to subject area experts as		
	needed.		
	5. When the contribution has been approved, the knowledge is released to the		
	knowledge repository and is available for query.		
	a. If the knowledge is not appropriate, or incorrect, the Knowledge		
	Manager may forward the correction to the supervisor of the contributor		
	for training purposes.		
Alternate Flow List:	N/A		

Alternate Flow	N/A
Details:	
Key Data	Date
Elements:	Status
Metrics/Measures:	
Legacy Systems:	TxDMV website
	Crossroads
	Wordpress.com
Channels:	Intranet site

## 7.2.13 CRD-1165 Obtain Vehicle and Motorist Information

Primary Actor:	Law Enforcement	Secondary Actors:	TxDMV CR Staff
Use Case Name:	Obtain Vehicle and Motorist Information		
Context	Law Enforcement needs access to real-time vehicle data in the course of carrying out their duties.  With proper identification and authorization, Law Enforcement representatives may create a TxDMV account which allows them access to vehicle data, either online, or via telephone, 24/7.		
Use Case Goal:	To obtain vehicle information.		
Div/Process Area:	Consumer Relations		

Pre-Conditions:	Law Enforcement has valid identification.		
Trigger:	Law Enforcement contacts TxDMV.		
Post-Conditions:	Law Enforcement agent.		
Basic Flow:	Law Enforcement logs into their TxDMV account.		
	Law Enforcement requests vehicle information.		
	3. The system delivers the information.		
	4. The system updates the request history.		
Alternate Flow List:	Alternate Flow 1: Law Enforcement Calls for Vehicle and Motorist Information		
	Alternate Flow 1: At any point during the interaction with the online self-service		

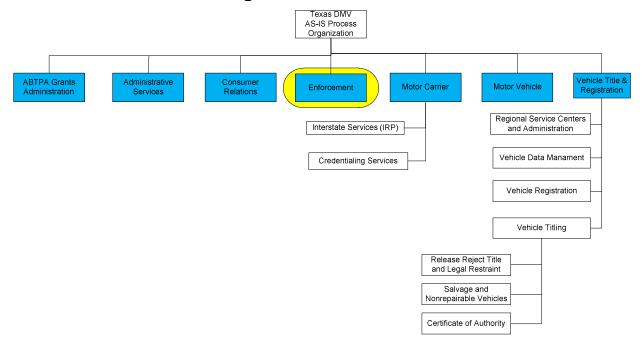


functionality, the Actor may initiate a request for web customer service. Refer to <u>use</u> case: CRD-1092 Obtain Web Customer Support.

Alternate Flow	Alternate Flow 1: Law Enforcement Calls for Vehicle and Motorist Information		
Details:	Law Enforcement calls TxDMV.		
	2. The system validates the Law Enforcement's identity.		
	Law Enforcement requests vehicle information.		
	4. The system delivers the information.		
	5. The system updates the request history.		
Key Data	Law Enforcement Entity Contact Information		
Elements:	Date		
	Time		
	Channel		
	Request Type		
Metrics/Measures:	Not available at this time		
Legacy Systems:	• RTS		
	MVDI		
	CVISN		
	eTAG		
	KCCA		
	MCD		
	• LACE		
	MCCS		
	Mail Log		
	TxIRP		
Channels:			
Criatilieis.	Online     Dhene		
	● Phone		

### 8... Enforcement

## 8.1 Overview and Background



### 8.1.1 Purpose and Objective of Program

The Enforcement Division is responsible for ensuring compliance with the law in three broad categories; the motor vehicle industry, the motor carrier industry and the salvage industry. The Enforcement Division works with manufacturers, distributors, converters, and dealers of motor vehicles to provide for compliance with manufacturer's warranties and to prevent fraud, unfair practices, discrimination, impositions or other abuse of the people of Texas. TxDMV defines a dealer as any person who is engaged in the business of buying, selling or exchanging motor vehicles or otherwise engaging in business as a dealer, directly or indirectly, including by consignment. The Division's primary goals are to respond to complaints and to avoid complaints through education of the industries they monitor.

Enforcement investigates complaints regarding:

- Motor Vehicles: Consumers who bought motor vehicles from dealers who they believe have not lived up to their end of the bargain in some manner. The number one violation investigated by Enforcement is the failure to properly or timely apply for title. Other violations investigated include frauds, premises violations, and tag and plate violations, unlicensed dealers and motor carriers, to name a few. County Tax Assessor-Collectors (TACs) regularly provide Enforcement with lists of dealers who have failed to pay their inventory taxes. Investigators also handle advertising complaints; dealer licensees want everyone advertising according to the rules to provide a level playing field and to protect consumers from deceptive ads.
- Motor Carriers: Most of these complaints are received from a consumer and involve complaints about a household goods mover or a motor carrier who is unlicensed. The Enforcement Division also provides due diligence screening of Passenger Carriers who are applying for authority to operate in the state of Texas. See Motor Carrier Division Credentialing <u>Use Case</u>: <u>Establish Operating Authority for Passenger Carrier</u>.



 Salvage: Investigations of salvage dealers are mainly to verify statements made in applications. Other investigations may include complaints about the operation of a salvage dealer.

The Enforcement Division is also responsible for facilitation in the administration of the Texas Lemon Law. The Lemon Law section receives complaints from the public who believe they have bought a new vehicle that is a "lemon". Consumer Advisors serve as facilitators in shepherding these complaints through the process with an eye to resolving the issues between the consumer and the manufacturer by either buying back qualifying vehicles or ordering repairs. If a resolution is not forthcoming, a hearing is held and a final order issued. The Enforcement Division enforces the final order against the manufacturer if they fail to abide by that order. 95% of these cases are resolved by settlement.

Incidents and complaints may be reported by the public, dealers, law enforcement, County Tax Assessor-Collectors (TACs), legislative entities, or internal entities. 80% of dealer complaints are resolved with either no violation or a warning. If a case cannot be settled in 30 days, Enforcement requests a docket for an administrative hearing, conducted by the State Office of Administrative Hearings (SOAH). The Enforcement Division recovered \$807,949 in civil penalties assessed in fiscal year 2010.

The Division also provides training on regulations and requirements for dealers, and fraud identification ("Red Flag") training for law enforcement and TACs.

The Enforcement Division's mission is to provide enforcement and education of the laws for which the department is responsible through administration in a fair, equitable and consistent manner with courtesy, professionalism and respect for all parties.

#### 8.1.2 Volume and Metrics

The Enforcement Division is currently budgeted for 66 full time equivalent staff, including the Division Director.

Volume for fiscal year 2010:

- Dealer complaint cases opened 6238
- Violations investigated 13,512
- Investigations closed 5324
- Dockets filed 1788
- Dockets closed 1291
- Average Motor Carrier Complaints 100 per month
- Average Lemon Law Complaints 500 per year
- Target of 24 weeks to resolve complaint
- Average 26.73 weeks to resolve complaint

#### 8.1.3 Use Case Overview



Inspect Dealer Premises	TxDMV Investigator
Resolve Dealer Complaint	Complainant
Investigate Motor Carrier	Complainant
Resolve Lemon Law Complaint	Complainant
Process Investigation Report	TxDMV Investigator
Fulfill Open Records Request	Customer

# 8.2 Use Cases

## 8.2.1 ENF-1170 Inspect Dealer Premises

Primary Actor:	TxDMV Enforcement Investigator	Secondary Actors:	TxDMV Enforcement Staff –playing multiple roles:
			Dealer (or Dealer Representative) Scan Center Staff
Use Case Name:	Inspect Dealer Premises		
Context	The Investigators typically inspection if they believe in Investigators need the abic criteria, and to optimize rodata while in the field.  The Investigator determine completes an inspection reference in the second of the seco	e compliance with stature compliance with stature schedule inspections, it is warranted.  It is warranted.  It is plan and dispatched by the status of the Dealer is in comport.  Investigator has two op Violation (NOV) as a with fine(s) and an agreed copy of the inspection	arning, and waive any fines. I order that the Dealer must sign. report and the NOV with the Dealer.
Use Case Goal:	To ensure Dealer complia	nce with statutory and	regulatory requirements.
Div/Process Area:	Enforcement – Investigation	on	

Pre-Conditions:	The dealership is open and located in the State of Texas.	
Trigger:	The Investigator schedules a premise inspection.	
Post-Conditions:	The inspection findings are resolved.	
	The dealer record is updated in the system.	
Basic Flow:	Inspect Premises	



- 1. The Investigator uses the system to plan a schedule of site visits.
- The system attaches the history of each Dealer to the schedule and provides a map.
- 3. The Investigator makes travels plans online and prints reservations.
- 4. The Investigator prepares a travel advance a trip request for approval of the Chief Investigator.
- 5. The Investigator goes to the dealership and introduces him(her)self to the Dealer, or their representative (typically the general manager, office manager or the comptroller).
- 6. The Investigator inspects the premises for all conditions listed on the inspection sheet and takes photographs of the general premises and detailed photos of any premise violation.
- 7. The Investigator requests a sampling of sales files to review for compliance.
- 8. The Investigator discusses any findings with the dealer representative.
- 9. The Investigator completes an inspection form in using a mobile device and emails a copy of the inspection form to the Dealer (or their representative).
  - a. If the Investigator has noted a violation, the Investigator issues a Notice of Violation (NOV) to the dealership using a mobile device. The Inspector may issue the NOV as a warning, or issue the NOV with fines.
  - b. The Investigator asks the Dealer to sign the NOV and gives a copy to the dealership.
    - i. If there are fines, the Investigator also completes an agreed order, has the Dealer sign it, and gives a copy to the dealership.
- The Investigator completes an expense report upon return to the home office and forwards the report to the Administrative Assistant and the Chief Investigator.
- 11. The Investigator completes a narrative report on the premise inspection and saves it to the case record.
- 12. The system forwards the work item to the Division Director.
- 13. The Division Director reviews the work item.
- 14. The LACE Workflow forwards the work item to the Chief Investigator.
- 15. The Chief Investigator reviews the work item.
- 16. If there is not a violation (no NOV), the Chief Investigator forwards the work item to an Attorney via the system.
  - a. The Attorney prepares a letter congratulating the dealer for no violation status
  - b. The system generates the letter and saves it to a separate file for printing and mailing.
  - c. At the end of the workday, the system submits the letter files to a 3<sup>rd</sup> party vendor for processing.
  - d. The Attorney forwards the work item to the Administration Manager via the system.
  - e. The Administration Manager opens the file.
  - f. The Administration Manager reviews each tab in the file in to verify that the information is complete and accurately entered.
  - g. The Administration Manager adds the appropriate code to close the work item
- 17. If there is a violation, the system reviews sorts the NOV work item into two conditions: either a fine has been assessed, or there is no fine.
  - a. If there is no fine, the system closes the works item and updates the case history, and forwards to the Process Coordinator for review.
    - i. The Process Coordinator reviews each tab in the file in to verify that the information is complete and accurately entered.
  - b. If there is a fine, the system holds the work item for 30 days pending receipt of payment.
    - i. If the Dealer pays as agreed within 30 days, the payment and a signed Agreed Order is received by the Central Processing Center.
    - ii. The Processing Center Staff processes the payment and updates the



	work item.
	iii. The system forwards the work item to the Process Coordinator for
	review.
	iv. The Process Coordinator reviews each tab in the file in to verify that
	the information is complete and accurately entered.
	v. The Process Coordinator routes the Agreed Order for signatures. The
	Division Director must sign all inspection generated Agreed Orders; if
	any of the NOV items 1 through 3 are checked, the Board must also
	sign the Agreed Order; if only items included in 4 through 11 are
	checked, the Division Director of MVD must also sign.
	1. The signator(s) route the signed agreed order to the Process
	Coordinator.
	v. When all signatures are collected as required, the Process Coordinator
	updates the status of the work item in the system.
	vi. The Process Coordinator forwards the signed agreed order to the scan
	center. The scan center scans the agreed order into the work item, and
	updates the work item to close.
	vii. The system forwards the agreed order to the Process Coordinator work
	queue.
	viii. The Process Coordinator opens the work item.
	ix. The Process Coordinator reviews each tab in the file in to verify that the
	information is complete and accurately entered.
	x. The Process Coordinator closes the work item.
Alternate Flow List:	N/A
· ····································	l

Alternate Flow Details:	N/A		
Key Data	Work item number		
Elements:	File item number		
	Date received		
	Dealer name/address/contact information		
	Violation type		
	Investigation status		
	NOV status		
	NOV signature status		
	Investigator assignment		
	Attorney assignment		
	Comptroller transaction number		
	Investigation resolution		
	Work item status		
Metrics/Measures:	340 NOVs issued with fines in FY 2010		
	206 NOVs issued with warnings in FY 2010		
Legacy Systems:	• FileNet,		
	• LACE		
	MS Excel Log used to track dealer premises history and violations		
Channels:	In Person		
	Email		
	Mail		
	Online		

# 8.2.2 ENF-1175 Resolve Complaint



Primary Actor:	Complainant	Secondary Actors:	Respondent
			Attorney
			SOAH
			Scan Center Staff
			TxDMV Enforcement Staff in
			multiple roles:
			<ul> <li>Investigator</li> </ul>
			<ul> <li>Intake Staff</li> </ul>
			<ul> <li>Support Staff</li> </ul>
			<ul> <li>Division Director</li> </ul>
			<ul> <li>Chief Investigator</li> </ul>
Use Case Name:	Resolve Complaint		
Context	vehicle dealers, salvage d	lealers and other deale	ers, including franchise dealers, used rs of motor vehicles. Complaints can ector (TAC) offices, law enforcement

vehicle dealers, salvage dealers and other dealers of motor vehicles. Complaints can be filed by the public, County Tax Assessor/Collector (TAC) offices, law enforcement, another dealer, or by an Enforcement Investigator. Complaint forms are available on the DMV website; there are separate forms for consumers, dealers and County Tax Assessor-Collectors (TACs).

- Consumers complete the Consumer Complaint Form MVD Enforcement Section (Form MVD-ENF-CC1).
- Dealers complete the Complaint Form for Licensees Only (Form MVD-ENF-LC).
- TACs complete the Tax Assessor-Collector & County Appraiser Complaint Form to Motor Vehicle Division (Form MVD-ENFTAC).

To register a complaint, the Complainant must complete and sign the appropriate form. Completed complaint forms are delivered through an online form, mail, fax or email and can arrive with supplemental documentation. The dealer that is the subject of the complaint is referred to as the "Respondent". Prior to assignment to an Investigator, the forms are scanned and a work item is created in the system.

The Investigator conducts the investigation and makes a recommendation on the resolution, which may include assessing fines. The Chief Investigator reviews the case and recommendation, and, once the recommendations are approved, forwards the case to an Attorney.

The Attorney attempts to settle the case. If an agreement cannot be reached with the Respondent, the case is escalated to a hearing by forwarding a request to docket to the State Office of Administrative Hearings (SOAH). SOAH conducts a hearing, and issues a proposal for decision (PFD).

While the forms are different for different complaint sources, the intake process is the same.

The Motor Vehicle Division (MVD) also forwards investigation cases to Enforcement Division as a part of the dealer licensing process (refer to MVD <u>Use Case: Apply for Dealer License</u>). MVD forwards cases of new or renewing dealer licenses when either:

- The Department of Public Safety interface to TxDMV flags a dealer applicant as having a felony conviction.
- The dealer applicant self-identifies as having had a felony conviction in the application or renewal form.

This process is referred to as "Felony Fitness" investigation, and is described in Alternate Flow 2 in this Use Case.

Motor Carrier investigations are primarily complaint driven; complaints come from the



	Department of Public Safety, the public, law enforcement, and other motor carriers.  The majority of complaints involve household goods carriers, many of whom are unlicensed.
	Complainants can file a complaint online, print the form off of the website, mail, fax or email the form with an imaged signature.
	Motor Carrier investigations may also be instigated at the request of Motor Carrier Credentialing; applications for passenger carrier operating authority are submitted to Motor Carrier Enforcement for investigation prior to the issuance of operating authority. Refer to Use Case: Motor Carrier Credentialing - Establish Operating Authority (TxDMV Number) for Passenger Carrier
Use Case Goal:	To resolve the complaint.
Div/Process Area:	Enforcement – Administration

Pre-Conditions:	The complaint form is completed and signed.		
Trigger:	The complaint form is delivered to Enforcement.		
Post-Conditions:	The investigation findings are resolved.		
	Any fines assessed are paid.		
	The record is updated in the system.		
Basic Flow:	Complaint Intake		
Basic Flow:			
	an Investigator in the system, or the system assigns an Investigator through		
	rotation.		
	9. The system generates an acknowledgement letter which is saved for printing and mailing.		
	a. At the end of the workday, the system submits the letter files to a 3 <sup>rd</sup> party vendor for processing.		



b. The 3<sup>rd</sup> party vendor prints, stuffs and mails the acknowledgement letter to the Complainant.

#### Investigation

- 10. The Investigator reviews any comments added by previous reviewers.
- 11. The Investigator opens the complaint form and any other documents for review.
- 12. The Investigator runs a dealer history search for one month prior to the date of the complaint to determine if any other violations can be identified.
- 13. The Investigator calls the Complainant, discusses the complaint and any other documentation, and labels any miscellaneous documents attached to the work item in while talking with the Complainant.
  - a. If the work item shows the VIN is incorrect, the Investigator verifies the VIN with the Complainant.
- 14. The Investigator logs the date and the content of the conversation in the system under case notes and enters:
  - Activity Description
  - Duration
- 15. The system captures date and adds it to the entry.
  - a. If the VIN was invalid, the Investigator logs into AutoCheck or CarFax to run a history of the vehicle by VIN and attaches the results to the work item.
  - b. The Investigator logs into NICB and searches by VIN.
  - c. NICB returns an insurer's accident history report.
  - d. The Investigator uploads the report into the system.
- 16. The Investigator reviews all uploaded documents.
- 17. The Investigator prepares a request for records in the system, addressed to the Dealer, and a letter requesting copies of all records related to the complaint.
- 18. The system generates the letter which is saved for printing and mailing.
  - a. At the end of the workday, the system submits the letter files to a 3<sup>rd</sup> party vendor for processing.
  - b. The 3<sup>rd</sup> party vendor prints, stuffs and mails the letter and documentation to the Dealer.
- 19. The Dealer has 15 days to respond and forward any records; the system flags the work item and returns it the Investigator's work queue in 15 days.
- 20. The Dealer may email the requested records; the Investigator attaches them to the work item.
  - a. If the Dealer mails or faxes the records, the central Processing Center scans them into the work item, and the system notifies the assigned Investigator.
  - b. If the Dealer has not sent the requested records, the system notifies the Investigator, and the Investigator calls the Dealer to request the records.
- 21. The Investigator makes a preliminary determination as to whether a violation has occurred (violation or no violation).
- 22. The Investigator prepares a narrative report on the investigation in the system; when the report is complete, the Investigator enters the recommended action.
- 23. The system forwards the case to the Chief Investigator.
- 24. The Chief Investigator reviews the recommendation and, if the Chief Investigator agrees, the Chief Investigator forwards the work item to an attorney to review.
  - a. If the Chief Investigator disagrees, the Chief Investigator returns the case to the Investigator in with comments; this process is iterative until the Chief Investigator agrees.

#### **Attorney Review**

- 25. The Attorney reviews the documentation, reviews the Investigation report and recommendations and has three basic options;
  - The Attorney determines the case cannot proceed (insufficient evidence, for example).
  - The Attorney determines the case has been resolved through investigative mediation and issues a warning with no penalty.
  - The Attorney determines a penalty is warranted and issues a petition and preliminary notice of hearing (PNOH).



- a. If the Attorney determines the case cannot proceed:
  - i. The Attorney prepares a letter to the Complainant informing them of the disposition of the case.
  - ii. The system generates the letter which is saved for printing and mailing.
    - 1. At the end of the workday, the system submits the letter files to a 3<sup>rd</sup> party vendor for processing.
      - 1.1 The 3<sup>rd</sup> party vendor prints, stuffs and mails the acknowledgement letter to the Complainant.
  - iii. The system closes the case and updates the history.
- b. If the Attorney issues a warning:
  - i. The Attorney prepares a letter to the Respondent issuing the warning.
  - ii. The system generates the letter which is saved for printing and mailing.
    - 1. At the end of the workday, the system submits the letter files to a 3<sup>rd</sup> party vendor for processing.
    - 2. The 3<sup>rd</sup> party vendor prints, stuffs and mails the letter to the Respondent.
  - iii. The system forwards the work item to the Intake Staff for quality assurance and closing.
- c. If the Attorney determines a penalty is warranted:
  - i. The Attorney prepares a preliminary notice of petition, which lists violations and potential fines, and requests the Respondent contact the attorney within 30 days.
  - ii. The system generates the letter which is saved for printing and mailing.
    - 1. At the end of the workday, the system submits the letter files to a 3rd party vendor for processing.
    - 2. The 3<sup>rd</sup> party vendor prints, stuffs and mails the acknowledgement letter to the Complainant.
  - iii. The Respondent contacts the Attorney to work out a settlement. (Note: 95% are settled over the phone).
  - iv. If the Respondent agrees to a settlement:
    - 1. The Attorney generates a letter to the Respondent with an Agreed Order which also serves as an invoice. The Intake Staff is notified via forwarding in the system.
    - The Agreed Order must be returned with the Respondent's signature.
    - 3. When the Agreed Order is received by the Processing Center, the Processing Center scans the Agreed Order, updates the work item, and sends the payment to payment processing.
    - 4. The agreed order (signed by the Respondent) is forwarded to the Division Director of MVD and/or the Board for signatures as required by statute.
    - 5. After signatures have been collected, the Agreed Order is handed to the Intake Staff.
    - 6. The Intake Staff updates the status of the case in the system.
    - 7. The Intake Staff sends the Agreed Order for scanning.
    - 8. The scan center scans the agreed order into the work item in the system, and the Flow resumes with Step 74 of this Use Case.
- d. If Respondent fails to respond or refuses to settle, the Attorney files a Petition and Notice of Hearing (PNOH).

#### **Schedule Hearing**

- 26. The Attorney forwards the case with a request for docket.
- 27. The sytem determines what locale will hold the hearing, based on address and business rules.
- 28. The system selects a date and requests no more than five to seven hearings in a one- week time frame.
- 29. The Support Staff sends the request for docket to SOAH via the system.
- 30. SOAH emails a confirmation of the date and location and assigns the case a



docket number.

- 31. The Support Staff opens the work item, enters the docket number, date, time and location and saves.
- 32. The Support Staff creates a SOAH notice of hearing in LACE.
- 33. The system forwards the case to the Attorney.
- 34. After the hearing has convened, SOAH mails a Proposal for Decision (PFD).
- 35. The Support Staff updates the status of the case and logs:
  - Case number
  - Date of PFD
  - Date exception is due
  - Outcome
- 36. The Support Staff prepares a cover memo for the PFD and forwards to the Motor Vehicle Division Director for signature.
- 37. The Motor Vehicle Division Director signs the PFD and forwards if to the Support Staff.
- 38. The Support Staff scans the PFD into the work item.
- 39. The Respondent has twenty days to file an exception;
  - a. If the Respondent files an exception, the Support Staff updates the work item.

Note: The Respondent should notify the Support Staff if they have filed an exception; however, the Support Staff often calls SOAH to determine the status.

- b. SOAH issues a final order and mails a copy to the Support Staff.
- 40. The Support Staff scans the final order into the work item and forwards it to the Intake Staff for quality assurance and closing.

### Closing

- 41. The Intake Staff opens the work item.
- 42. The Intake staff reviews each tab in the file to verify that the information is complete and accurately entered.
- 43. The Intake Staff closes the work item.

#### Alternate Flow List:

Alternate Flow 1 - Consider Motion for Rehearing

Alternate Flow 2 - Process Felony Fitness

Alternate Flow 3 - Request Mediation

<u>Alternate Flow 4</u>: At any point during the interaction with the online self-service functionality, the Actor may initiate a request for web customer service. Refer to <u>use case: CRD-1092 Obtain Web Customer Support</u>.

# Alternate Flow Details:

#### Alternate Flow 1 – Consider Motion for Rehearing

This alternate flow is documented in the Motor Vehicle Division As-Is Use Case package. Refer to Alternate Flow 1 under <u>Use Case</u>: <u>Protest a Dealer License Applicant</u>.

### <u>Alternate Flow 2 – Process Felony Fitness</u>

- 1. The Chief Investigator forwards the case to the Investigator.
- 2. The Investigator opens the case for review.
- 3. The Investigator contacts the County District Clerk in the county in which the crime was adjudicated to obtain the records and disposition of the case.
- 4. The County District Clerk forwards the records.
- 5. The Investigator reviews to determine whether to recommend that the dealer license be rejected. The Investigator considers a number of factors, including whether the charges were reduced, the seriousness of the crime, and whether the crime was related to the motor vehicle industry. Any felony convictions related to the motor vehicle industry or money laundering will automatically be rejected.
- 6. The Investigator prepares recommendations and forwards to the Chief



	Investigator.		
	7. The Chief Investigator reviews and, when in agreement with the recommendations, forwards them to the Attorney.		
	8. The Attorney reviews the recommendations, and when in agreement, forwards		
	the case with the recommendations to MVD.		
	and date with the recommendations to invest		
	Alternate Flow 3 – Request Mediation		
	Complainants and/or Motor Carriers may request mediation services to resolve a		
	case. Motor Carrier Enforcement contracts with a third party mediation service; if		
	mediation is requested, the Attorney contacts the mediation service, and gives them		
	the Complainant and Motor Carrier contact information, and the mediation service		
IZ D(-	contacts the parties to schedule mediation.		
Key Data	Work item number  File item number		
Elements:	File item number  Pata respired.		
	Date received     Oamplein and many (a delegan / a cotact information)		
	Complainant name/address/contact information  Page 2 de		
	Respondent name/address/contact information     Complaint type		
	Complaint type     Violation type		
	<ul><li>Violation type</li><li>Complaint status</li></ul>		
	Complaint status     Complaint resolution		
	Investigator assignment		
	Attorney assignment		
	Closing code		
	Date Closed		
Metrics/Measures:	For FY 2010 Dealer complaints:		
Wiethos/Wiededies.	6238 cases opened		
	13,512 violations investigated		
	5324 investigations closed		
	1788 dockets filed		
	1040 closed through agreed order		
	179 closed through hearings		
	72 closed through dismissal		
	Target of 24 weeks to resolve complaint		
	Average 26.73 weeks to resolve complaint		
	Motor Carrier complaints:		
	53 average cases opened per month		
	51% of cases are household goods carriers		
	49% of cases are other motor carriers		
Legacy Systems:	• LACE		
	Fax Log (Excel spreadsheet)		
	FileNet		
	National Insurance Crime Bureau (NICB) system		
	• CarFax		
	AutoCheck		
	Spreadsheet for tracking agreed order documentation and payments		
	County spreadsheet to determine hearing locations		
	• MCCS		
	• VTR		
	LEXUS/ACCRINT     Secretary of State by air and lineage against		
	Secretary of State business license search     Federal Meter Carrier Sefety (SAFER) and phone number trace		
Channels:	<ul> <li>Federal Motor Carrier Safety (SAFER) and phone number trace</li> <li>Online</li> </ul>		
Griannels.	Mail		
	Fax		
	- 1 W		



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# 8.2.3 ENF-1185 Facilitate Lemon Law Complaint Resolution

Primary Actor:	Complainant	Secondary Actors:	TxDMV Enforcement Staff playing multiple roles:
Use Case Name:		•	
Context	The Lemon Law unit of Enforcement receives complaints from members of the public that believe they've bought a vehicle that is a "lemon". Case Advisors shepherd these complaints through a process to resolving the issues between the Complainant and the manufacturer (Respondent) by having the manufacturer either buy back or replace qualifying vehicles or order repairs. Lemon Law Staff plays a facilitative role in resolving these complaints. If a resolution is not forthcoming, a hearing is held and a final order issued. The Enforcement Division will enforce the final order against the manufacturer if they fail to abide by that order.  Customers contact Lemon Law Enforcement through the website or the Contact Center; complaint forms are available on the website. Complaints must be completed and signed by the Complainant and accompanied by copies of supporting documentation.  Lemon Law complaints are mailed directly to Lemon Law Enforcement if the Complainant is seeking repair only (there is no fee for this complaint), and to the Comptroller's office if seeking repurchase (these complaints carry a fee).		
Use Case Goal:	To obtain repair of, or reimbursement for, a chronically malfunctioning vehicle.		
Div/Process Area:	Enforcement - Lemon Lav	V	

Pre-Conditions:	A completed, signed Lemon Law Complaint form, payment (if requesting a vehicle repurchase) and copies of the following documents:		
	Purchase order or sales contract		
	Repair order(s)		
Trigger:	Complainant delivers a complaint.		
Post-Conditions:	Manufacturer responsibility for resolving vehicle issues is established.		
Basic Flow:	If the Complainant completes the complaint online, the system creates a work item, and searches for and flags any potential duplicate complaint.		
	<ol> <li>If the application is mailed, refer to use case: ADMIN-1077 Process Incoming Documents and Initiate Workflow.         <ul> <li>a. The process continues with step 3.</li> </ul> </li> <li>The system validates the VIN.         <ul> <li>a. If the VIN is found, the system runs a CarFax, AutoCheck and NMVTIS search and attaches the results of the search to the work item.</li> <li>b. If the VIN is valid, the system searches the National Insurance Crime Bureau (NICB) for history and attaches it to the work item.</li> <li>c. If the VIN is invalid, the system flags the work item.</li> </ul> </li> <li>The system searches for Respondent information and populates the work item, if</li> </ol>		
	found.  a. If the Respondent information is not found, Processing Center Staff enters		



the data.

- 1. The system searches the vehicle history and attaches it to the work item.
- 2. The system forwards the work item to the Support Staff.
- 3. The Support Staff opens Motor Vehicle Inquiry (VTR) on the left monitor and enters the vehicle VIN to access the vehicle record.
- 4. The Support Staff prints the vehicle record to LEAD Tools to create a TIFF file image of the record.
- 5. The Support Staff files the TIFF in the Temp TIFF folder.
- 6. The Support Staff returns to LACE and uploads the TIFF from the Temp TIFF Folder and assigns it a Document Type "Reports Vehicle".
- 7. The Support Staff deletes the TIFF file from the Temp TIFF Folder.
- 8. The Support Staff returns to Motor Vehicle Inquiry, copies the VIN, and pastes the VIN into the main record tab in LACE, and enters the remaining information from the complaint form.
  - a. If a fee was paid, The Support Staff enters the comptroller cash receipt number and the amount under the fee tab.
- 9. The Support Staff selects the Participants tab and references the open documents to add name, address, phone, fax for each participant and selects a participant type:
  - Complainant
  - Spouse (if named in the complaint form)
  - Manufacturer
  - Distributor
  - Converter
  - Lease company
  - Attorney
- 10. The system assigns a Case Advisor by region and forwards the work item:
  - a. North
  - b. South
  - c. Austin

#### **Case Work**

11. The Case Advisor opens the case and evaluates it to verify that the case has merit within time and mileage under statute and reviews whether the customer wants repair or repurchase.

Note: 24,000 miles, 24 months, or warranty expiration determines which section of the statute applies for purposes of determining merit.

- a. If the case has no merit, the Case Advisor sends the case back to the Support Staff.
- b. The Support Staff prepares a letter.
- c. The system generates the letter.
  - i. At the end of the workday, the system submits the letter to a 3<sup>rd</sup> party vendor for processing.
  - ii. The 3<sup>rd</sup> party vendor prints, stuffs and mails the letter.
- 12. The Case Advisor verifies that the fee has been paid.
- 13. The Case Advisor opens each document and reviews to determine what to note as the description and assigns the section of the statute to apply.
- 14. The Case Advisor selects a docket number.
- 15. The Case Advisor creates an acknowledgement package by opening the standard letter package and customizing the letters as needed. Acknowledgement packages are created for both the Complainant and



Respondent.

- 16. The Case Advisor saves the acknowledgement packages (the Respondent package includes a copy of the complaint form). The letter explains that twenty days are allowed to respond to the complaint.
- 17. The system generates the packages.
  - a. At the end of the workday, the system submits the package files to a 3<sup>rd</sup> party vendor for processing.
  - b. The 3<sup>rd</sup> party vendor prints, stuffs and mails the packages.
- 18. The system flags the file and puts it into a tickler for reappearance in the Case Worker's work queue in twenty days.
- 19. At twenty days, the Case Advisor opens the case and reviews the documents tab to see if the Respondent has responded.
  - a. If there is no response from the Respondent, the Case Advisor sends another letter, resets the twenty day timer, and forwards the work item to Support Staff to schedule a hearing with SOAH (see below).
    - i. The system generates the letter
      - (1) At the end of the workday, the system submits the letter files to a 3<sup>rd</sup> party vendor for processing
      - (2) The 3<sup>rd</sup> party vendor prints, stuffs and mails the letters.
  - b. If the Respondent contacts and offers a settlement:
    - i. The Case Advisor updates the status of the case in and adds narrative notes to the work item.
    - ii. The Respondent sends a settlement agreement via mail; the settlement agreement is scanned by the Processing Center and attached to the work item; the system forwards the work item to the Case Advisor.
    - iii. The Case Advisor forwards the Respondent's settlement agreement to the Complainant via mail or email, with a cover letter and advises the complainant they may contact with any questions; the Case Advisor also requests the complainant to notify when they have received settlement.
  - c. If the Complainant notifies the Case Advisor of settlement, the Case Advisor opens the work item to initialize settlement, and selects "Prior to Hearing, After Hearing Scheduled, or After Hearing Convened", selects the "Docket Status, "Closing Stage", and updates the work item.
    - The Case Advisor forwards the case to the Support Staff to close: the Flow moves to Step 36 of this Use Case.
  - d. If the Respondent and Complainant cannot reach a settlement, or if the Respondent does not respond, the case is escalated to a SOAH hearing: the Case Advisor selects "Request SOAH Docket" to have the Support Staff to schedule the hearing.
    - i. The Case Advisor prints a copy of the hearing schedule and calls the Complainant two weeks prior to the hearing to ask if the Complainant has any questions and explains the hearing process.

#### **Schedule Hearing**

- 20. The Support Staff receives a work item needing a request to docket.
- 21. The system determines what city will hold the hearing based on address of the Complainant.
- 22. The Support Staff opens a request for docket; the system pre-populates the hearing location and date requested.
- 23. The Support Staff sends the request for docket to SOAH.
- 24. SOAH emails a confirmation of the date and location and assigns the case a docket number.
- 25. The Support Staff opens the work item, enters the docket number.
- 26. The Support Staff creates a SOAH notice of hearing, to be sent to the Complainant and Respondent via mail or email.
- 27. The Support Staff forwards the case to the Case Advisor.



- 28. After the hearing has convened, SOAH mails a proposal for decision (PFD); the Processing Center Staff scans the PFD into the work item; the system forwards the work item to the Support Staff.
- 29. The Support Staff updates the status of the work item,
  - Case number
  - Date of PFD
  - Date exception is due
  - Outcome
  - a. If the PFD is for a case that involved a repair-only Vehicle (204's), the PDF is routed to the Attorney.
    - i. The Attorney writes an executive summary and final order.
    - ii. The Support Staff adds the PFD, executive summary and final order to a folder for signature at the next board meeting.
- 30. The Support Staff forwards the PFD, executive summary and final order to the Motor Vehicle Division Director for signature.
- 31. The Motor Vehicle Division Director signs the final order and forwards if to the Support Staff.
- 32. The Support Staff scans the final order/PFD into the work item.
- 33. The Support Staff changes the status of the case to "Final Order Issued", and moves the work item to the unassigned queue.
- 34. The Respondent and/or Complainant have twenty days to file an exception;
  - a. If the either party files an exception, The Support Staff updates the work item.
    - Note: The parties should notify the Support Staff if they have filed an exception; however, the Support Staff often calls SOAH to determine the status.
  - b. SOAH conducts the hearing, issues a final order and mails a copy.
  - c. The Processing Center scans the final order and attaches it to the work item.
  - d. The system forwards the work item to the Support Staff.
- 35. The Support Staff reviews the work item for quality assurance.

Note: The Board signs the 204 PFD's at the monthly board meeting; the Support Staff then scans the PFD into an image file, uploads the image into LACE and updates the status of the case in LACE.

#### Closing

- 36. The case will close at one of three stages: "Prior to Hearing Scheduled, Prior to Hearing, or After Hearing Convened".
- 37. The Support Staff opens reviews the closing code to determine how to close.
- 38. The Support Staff reviews the Case Advisor notes; the Case Advisor indicates the document numbers of the documents to print in the case notes; the Support Staff prints the documents.
  - a. If the case is a Settlement, the Support Staff creates a settlement package.
  - b. If the case is settled as a dismissal, the Support Staff creates a dismissal package.
- 39. The Support Staff edits the letters as needed (for example, a married couple only receives one package; the spouse's name is added to the documents).
- 40. The Support Staff prepares a cover memo for the final order and forwards to the Motor Vehicle Division Director for signature.
- 41. The Support Staff changes the category of the work item to signature pending.
- 42. The Motor Vehicle Division Director signs the Signed Agreement and forwards it to the Support Staff.
- 43. The Support Staff scans the signed agreement and attaches it to the work item.
- 44. The system generates the packages.
  - a. At the end of the workday, the system submits the package files to a 3<sup>rd</sup> party vendor for processing.
  - b. The 3<sup>rd</sup> party vendor prints, stuffs and mails the packages.



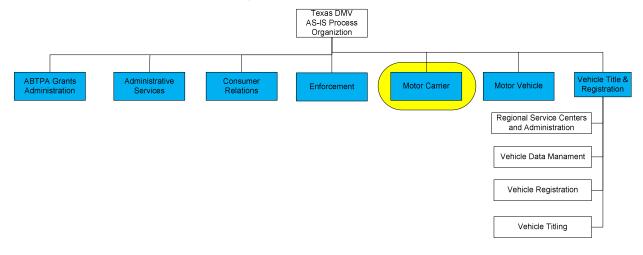
	45. The Support Staff updates the work item to close.		
Alternate Flow List:	Alternate Flow 1 - Mediation Inspection		
	Alternate Flow 2 – Consider Motion for Rehearing		
	Alternate Flow 3: At any point during the interaction with the online self-service		
	functionality, the Actor may initiate a request for web customer service. Refer to use		
	case: CRD-1092 Obtain Web Customer Support.		

Alternate Flow	Alternate Flow 1 - Mediation Inspection		
Details:	Both parties are notified of this option in their acknowledgement letters, and either		
	party may request a Mediation Inspection at any point prior to a hearing. The Case		
	Advisor conducts the Mediation Inspection at a dealership, and the Respondent		
	(manufacturer) sends a Field Representative to negotiate. The Case Advisor		
	inspects and test drives the vehicle, takes notes and mediates a settlement. The		
	parties usually reach agreement.		
	Alternate Flow 2 – Consider Motion for Rehearing		
	This alternate flow is documented in the Motor Vehicle Division As-Is Use Case		
	package. Refer to Alternate Flow 1 under Use Case: Protest a Dealer License		
	Applicant.		
Key Data	Complainant Name		
Elements:	Complainant Contact Information		
	Complaint Date		
	• VIN		
	Respondent Name		
	Respondent Contact Information		
	Case Advisor		
	Case Status		
	Date Opened     Date Olegand		
	Date Closed		
Metrics/Measures:	For FY 2010:		
	500 cases closed		
	267 closed prior to hearing		
	Target of 24 weeks to resolve complaint		
	Average 26.73 weeks to resolve complaint		
Legacy Systems:	FileNet		
	• LACE		
	Excel		
	LEAD Tools		
	Motor Vehicle Inquiry (VRT)		
Channels:	Online		
	• Mail		
	• Email		
	• Fax		



## 9.0 Motor Carrier Division

### 9.1 Overview and Background



### 9.1.1 Purpose and Objectives of Motor Carrier Credentialing Program

The TxDMV Motor Carrier Credentialing unit administers the following two programs:

- Operating authority for Motor Carriers conducting intrastate commerce; and
- The Unified Carrier Registration Program for Motor Carriers based in Texas and engaged in interstate commerce.

<u>Operating Authority</u>. Transportation Code, Chapter 643, provides that a motor carrier may not operate a commercial motor vehicle, or transport household goods on a for-hire basis, on a road or highway of Texas without first registering their operations with TxDMV (except for interstate motor carriers properly registered with UCR).

<u>Unified Carrier Registration</u>. The Unified Carrier Registration (UCR) Program is a Federally-mandated, annual state-administered registration program. Motor carriers, motor private carriers, freight forwarders, leasing companies and brokers based in the United States, Canada, Mexico, or any other country that operates in interstate or international commerce in the United States must register under the UCR program. Entities not required to register under the UCR program include:

- USDOT registrants (usually owner-operators that do not have interstate authority) under the PRISM program; and
- Purely intrastate carriers, that is, those that do not transport interstate freight or cross state lines.

The International Registration Plan (IRP) is a registration reciprocity agreement among the contiguous United States and Canadian provinces which provides payment of license fees on

the basis of total distance operated in all jurisdictions. The TxDMV Motor Carrier IRP unit administers the IRP agreement for Texas-based Motor Carriers.

### 9.1.1.1 Motor Carrier Credentialing Current Volume and Metrics

- TxDMV Motor Carrier Credentialing unit contains 8 staff members
- TxDMV Motor Carrier Credential staff receives about 3200 calls a week.
- Approximately 5,400 new TxDMV Numbers are generated a year.
- As of June, 2011, there are 39,775 Motor Carriers registered with TxDMV Numbers.
- As of June, 2011, 10,154 Motor Carriers are registered with Unified Carrier Registration (UCR).

### 9.1.2 Purpose and Objective of IRP Program

The International Registration Plan (IRP) is a registration reciprocity agreement among states of the United States, the District of Columbia and provinces of Canada providing for payment of license plate fees on the basis of total distance operated in each of the jurisdictions.

The benefit of the IRP is that Motor Carriers only need one license plate, often specially marked as "Apportioned" since the Motor Carriers only pay a proportionate or "apportioned" amount to each jurisdiction in which they intend to operate. The IRP provides for payment of apportioned fees based on the distances traveled, or expected to travel, in each jurisdiction relative to the total distance traveled. This allows the Motor Carrier to operate more efficiently without obtaining registration from each individual jurisdiction.

Even though apportioned fees are paid to all the various jurisdictions in which the vehicles are operated, the only plate and Cab Card issued for each vehicle are those issued by the Base (home) Jurisdiction.

The vehicle Cab Card is the vehicle's registration which lists each jurisdiction that the carrier will travel in and the weight of the carrier's vehicles.

Vehicles are eligible for apportionment under the provisions of the International Registration Plan if they meet any of the following criteria:

- Intended for use in two or more jurisdictions;
- Is a power unit having two axles and a gross vehicle weight in excess of 26,000 pounds (11,794 kg);
- Is used in combination, when the weight exceeds 26,000 pounds (11,794 kg) gross vehicle weight;
- Is a power unit having three or more axles

TxDMV collects plate fees on behalf of other jurisdictions that are apportioned on the plate and distributes the funds electronically through the IRP Clearinghouse. The IRP Clearinghouse collects the funds from the states and performs a netting process mid-month which lets the participating jurisdictions know how much money they owe to other jurisdictions for apportioned fees that were collected on behalf of those other jurisdictions. TxDMV pays annual dues to IRP, INC. to participate in the IRP Clearinghouse process (\$34K a year).

TxIRP is the system utilized by TxDMV to administer the IRP. This system is maintained by Explore Information Services. TxIRP also integrates with the Commercial Vehicle Information System and Networks (CVISN) as part of a federal program (PRISM) to share safety information on vehicles on a national level.

This use case packet also includes vehicle registrations for fleets. Although fleet registration is not a part of IRP, the TxDMV IRP Staff is responsible for fleet registrations because the automation functionality to support fleet registrations has been incorporated into the system, which is used to manage the IRP program at TxDMV.

### 9.1.2.1 IRP Current Volume and Metrics

- 22 TxDMV IRP Staff including 6 auditors and 2 administrative staff;
- Annual auditing target is to audit 3% of the active apportioned accounts from previous year;
- 47 51% of IRP renewals are performed online;
- For calendar year 2010:
  - Total Motor Carrier fleets with apportioned accounts: 20,344
  - o Total Motor Carrier fleet IRP renewals: 13,855
  - Total new Motor Carrier fleets registering for IRP for the first time: 3,860
  - o Total number of Motor Carrier fleet power units (registered for IRP): 105,490

### 9.1.3 Use Case Overview

The following use cases describe the business processes of TxDMV Motor Carrier Division.

Use Case Name	Actor
MCD-1205 Set up an insurance company account	Insurance Company
MCD-1210 Obtain Texas Intrastate Operating Authority (TxDMV Number)	Motor Carrier
MCD-1215 Obtain Operating Authority (TxDMV Number) for Passenger Carrier	Passenger Carrier
	Motor Carrier
MCD-1220 Renew Motor Carrier TxDMV Number	
MCD-1225 Manage Motor Carrier System Account	Motor Carrier
MCD-1230 Report Insurance Renewals and Reinstatements for Motor Carriers	Insurance Company
MCD-1235 Convert TxDMV Number Registration to Align with a UCR	TxDMV Credentialing staff
Registration	
MCD-1240 Reinstate TxDMV Number	Motor Carrier
MCD-1245 Request the Revocation of a TxDMV Number	Law Enforcement
MCD-1250 Cancel a TxDMV Number	Motor Carrier
MCD-1255 Verify Motor Carrier	Law Enforcement
MCD-1260 Inquire Into a Motor Carrier	Customer
MCD-1265 Perform Unified Carrier Registration (UCR) Outreach	TxDMV Credentialing staff
MCD-1270 Apply for UCR (Unified Carrier Registration)	Motor Carrier
MCD-1275 Renew Unified Carrier Registration (UCR)	Motor Carrier
MCD-1285 Process a refund to a Motor Carrier	TxDMV Credentialing staff
MCD-1290 Request an additional payment due to underpayment	TxDMV Credentialing staff
MCD-1295 Send UCR Registration Funds that Exceed Texas Cap	TxDMV Credentialing staff
MCD-1300 Deactivate USDOT Number	Motor Carrier
MCD-1305 Obtain a USDOT Number	Motor Carrier
MCD-1310 Open an Apportioned Account	Motor Carrier

Use Case Name	Actor
	TxDMV IRP Staff
MCD-1315 Mail monthly IRP renewal packet	
MCD-1320 Renew Apportioned Account	TxDMV IRP Staff
MCD-1325 Make Changes to an Apportioned Account	Motor Carrier
MCD-1330 Process a Refund for an Apportioned Account	TxDMV IRP Staff
MCD-1335 Disburse and Receive Net Apportioned Plate Fees to and from Other	TxDMV IRP Staff
<u>Jurisdictions</u>	
MCD-1340 Perform a Record Inquiry on an Apportioned Account	Law Enforcement
MCD-1345 Exchange Vehicle Safety Data (PRISM Program)	The Motor Carrier System
MCD-1350 Override Out-of-Service (OOS) Indicator	Motor Carrier
MCD-1365 Apply for fleet registration	Fleet Registrant
MCD-1370 Renew Fleet Registrations	Fleet Registrant
MCD-1380 Apply for Token Fleet Registration	Fleet Registrant
MCD-1385 Provide Annual Proof of Payment of Heavy Vehicle Use Tax for	Fleet Registrant
<u>Fleets</u>	
MCD-1390 Perform Records Checks	TxDMV IRP Staff
MCD-1395 Perform Audit of Interstate Motor Carriers	TxDMV IRP Staff
MCD-1400 Validate Out-of-State Audits	TxDMV IRP Staff

# 9.2 Use Cases

# 9.2.1 MCD-1205 Set up an insurance company account

Primary Actor:	Insurance Company	Secondary Actors:	TxDMV Credentialing Staff
Use Case Name:	Set up an insurance company account		
Context:	Motor Carriers are required to obtain operating authority to conduct intrastate (point-to-point travel within Texas) commerce in the State of Texas. This operating authority is conveyed to the Motor Carrier when they obtain a TxDMV Number which they can do utilizing the consolidated motor carrier system online in a self-service manner.  A Motor Carrier must provide proof of insurance in order to obtain operating authority.  Insurance Companies must establish themselves in the system in order for them to place their insurance filing on a Motor Carrier.		
Use Case Goal:	To obtain an account in the system so that policies from the Insurance Company can be posted and managed in the Motor Carrier's system account.		
Div/Process Area:	MCD – Credentialing		

Pre-Conditions:	N/A
Trigger:	Insurance Company creates an account online.
Post-Conditions:	Insurance company has login credentials that can be used to access their account in the insurance portion of the system.

Basic Flow:	Insurance Company interacts with the online-self service system to initiate the creation of an account.	
	2. The system elicits information from the Insurance Company to determine if the Insurance Company is valid and establishes an initial account in the system for the Insurance Company. The following is an example of information needed to establish the insurance company in the system:	
	Name of insurance company	
	Office phone numbers	
	Email address	
	3. The system provides the Insurance Company with system Login credentials that	
	can be utilized to update and maintain information in the system.	
Alternate Flow List:	Alternate Flow 1: At any point during the interaction with the online self-service	
	functionality, the Actor may initiate a request for web customer service. Refer to use	
	case: CRD-1092 Obtain Web Customer Support.	

Alternate Flow	N/A
Details:	
Key Data	Insurance Company Name
Elements:	The system Account Number
Metrics/Measures:	Most Insurance Companies are already set up in the system so this business use case does not very often.
Legacy Systems:	MCCS
Channels:	Phone, online

# 9.2.2 MCD-1210 Obtain Texas Intrastate Operating Authority (TxDMV Number)

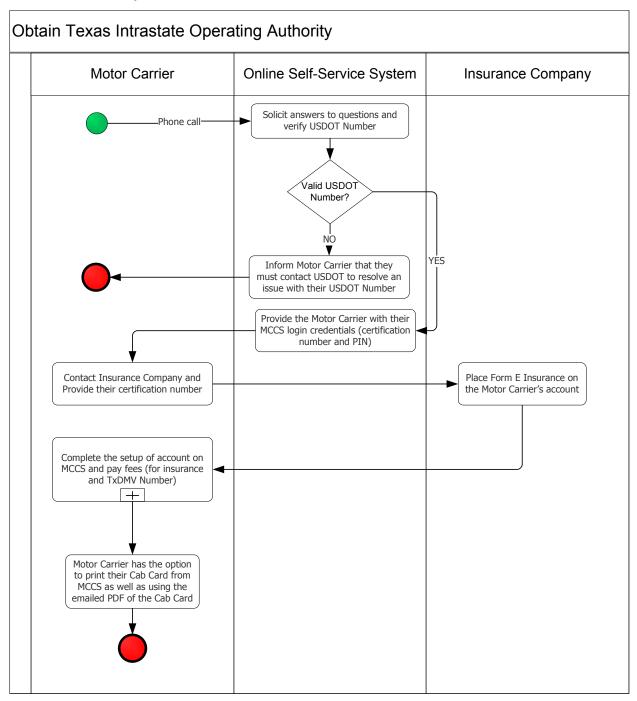
Primary Actor:	Motor Carrier	Secondary Actors:	TxDMV Credentialing Staff, Insurance Provider
			ilisulance Flovidei
Use Case Name:	Obtain Texas Intrastate Operating Authority (TxDMV Number)		
Context:	Motor Carriers conducting commerce within the State of Texas are required to obtain operating authority from TxDMV. A TxDMV Number is granted to Motor Carriers with operating authority. Motor Carriers can select to have their TxDMV Number active for one or for two years before renewal.		
Use Case Goal:	To obtain operating authority to operate as a Motor Carrier within the state of Texas.		
Div/Process Area:	MCD – Credentialing		

Pre-Conditions:	Motor Carrier has a USDOT Number.		
	<ul> <li>Motor Carrier is not a Passenger Carrier (refer to separate <u>Use Case: Obtain</u></li> </ul>		
	Operating Authority for Passenger Carrier)		
Trigger:	Motor Carrier initiates online self-service for obtaining a TxDMV Number.		

Post-Conditions:	Motor Carrier has a Cab Card with their assigned TxDMV Number.
Post-Conditions:  Basic Flow:	<ul> <li>Motor Carrier has a Cab Card with their assigned TxDMV Number.</li> <li>Motor Carrier initiates online functionality for obtaining operating authority.</li> <li>The system requests the following information from the Motor Carrier: <ul> <li>Address of the Motor Carrier</li> <li>Legal structure of the business.</li> <li>USDOT Number</li> </ul> </li> <li>Motor Carrier provides the information online</li> <li>The system validates that the USDOT Number is valid via online inquiry on the SAFER federal database. The name of the Motor Carrier must match the name associated with the USDOT Number. If the Motor Carrier USDOT Number is not valid, the Motor Carrier is told to contact the US Department of Transportation (USDOT).</li> <li>The system issues the system-generated TxDMV Certificate Number (10 digit number) and a PIN number to the Motor Carrier that will serve as logon credentials to the system.</li> <li>Motor Carrier contacts their Insurance Provider and gives them the TxDMV Certificate Number.</li> <li>Insurance Provider logs into the system with their account credentials and electronically places Form E liability insurance information (sometimes a Form H and Form I are required if the Motor Carrier is a household goods carrier) into the system records for the Motor Carrier.</li> <li>Motor Carrier uses their TxDMV Certificate Number and PIN number to log into the system and create their password. They can now go into the insurance policy in the system and add vehicles to the certificate.</li> <li>The Motor Carrier also indicates if the operating authority (TxDMV Number) is for one or two years.</li> <li>The system presents the payment amounts for the application fee, insurance filing fee and vehicles.</li> <li>Motor Carrier makes an online payment for TxDMV number.</li> <li>If the insurance is not already on the certificate (25% of the time), then the</li> </ul>
	system generates a print of the Cab Card with the TxDMV Number certificate that will be emailed to the Motor Carrier as a PDF file.  13. The Motor Carrier also has the ability to print the Cab Card themselves from the system.
Alternate Flow List:	Alternate Flow 1: At any point during the interaction with the online self-service functionality, the Actor may initiate a request for web customer service. Refer to use case: CRD-1092 Obtain Web Customer Support.

Alternate Flow Details:	N/A
Key Data Elements:	<ul> <li>The system logon credentials (10-digit TxDMV Certificate Number and a PIN number)</li> <li>USDOT Number</li> <li>TxDMV Number (same as TxDMV Certificate Number)</li> </ul>
Metrics/Measures:	<ul> <li>In FY2010,</li> <li>961 Motor Carriers obtained a TxDMV Number;</li> <li>530 Motor Carriers had to submit additional information or payment (i.e., "compliance send back") related to either TxDMV Number or UCR</li> </ul>
Legacy Systems:	Motor Carrier Credentialing System (MCCS), SAFER
Channels:	Online

# 9.2.2.1 Workflow Diagram: Obtain Texas Intrastate Operating Authority (TxDMV Number)



# 9.2.3 MCD-1215 Obtain Operating Authority (TxDMV Number) for Passenger Carrier

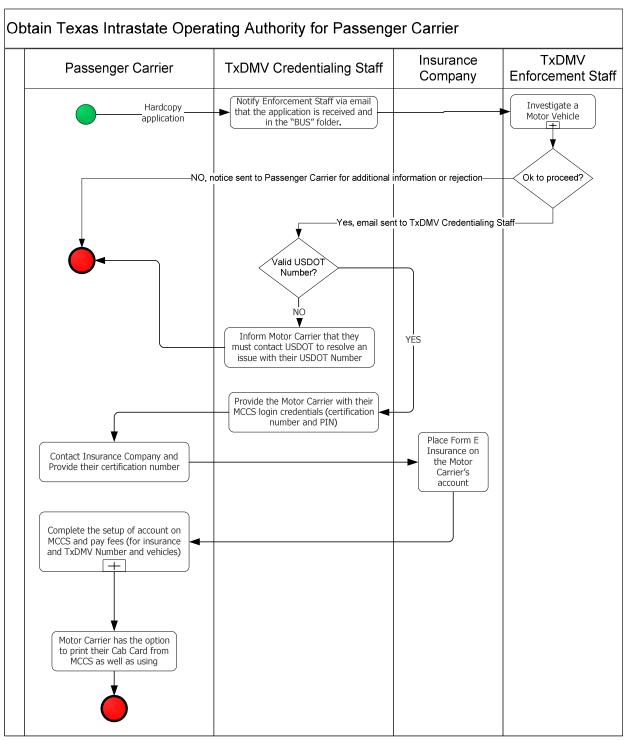
Primary Actor:	Passenger Carrier	Secondary Actors:	TxDMV Credentialing Staff, TxDMV Enforcement Division Staff
Use Case Name:	Obtain Operating Author	rity (TxDMV Number)	for Passenger Carrier
Context:	Passenger Carriers are a specific type of Motor Carrier. Passenger Carriers carry passengers in the furtherance of a commercial enterprise. School buses are normally exempted, except for private bus companies that pick up students as part of a charter school enterprise.  There are additional requirements for obtaining operating authority for Passenger Carriers than for other Motor Carriers. The application for operating authority must be made via a hardcopy application and not over the phone.		
Use Case Goal:	To obtain Passenger Carr	ier operating authority	for Texas.
Div/Process Area:	MCD – Credentialing		

Pre-Conditions:	Passenger Carrier has a USDOT Number.		
Trigger:	Passenger Carrier submits a hard copy application (mail or fax) for operating authority (TxDMV Number).		
Post-Conditions:	Passenger Carrier has a Cab Card with their TxDMV Number.		
Basic Flow:	<ol> <li>Passenger Carrier submits a hard copy application (mail or fax) for operating authority (TxDMV Number) to TxDMV Credentialing Staff.</li> <li>TxDMV Credentialing Staff forwards the application to TxDMV Enforcement Division Staff.</li> <li>TxDMV Enforcement Division Staff conduct an investigation into the Passenger Carrier. Refer to Enforcement Division Use Case: Investigate a Motor Carrier. This investigation may involve inquiries into the vehicle registration, owners, and officers. This process takes between 7 – 10 days. When the investigation is completed, TxDMV Enforcement Division Staff notify TxDMV Credentialing Staff of the outcome of the investigation via email.</li> <li>If TxDMV Credentialing Staff is authorized to proceed with processing the application by the TxDMV Enforcement Division Staff, then the TxDMV Credentialing Staff proceeds to enter the Passenger Carrier application information into the system and to generate the login credentials (10-digit certificate number and PIN).</li> <li>MCD Credentialing Staff sends a letter to the Passenger Carrier informing them that their application for operating authority has been approved and providing them with their system login credentials.</li> <li>Passenger Carrier contacts their Insurance Provider and gives them the certification number.</li> <li>Insurance Provider logs into the system with their account credentials and electronically places Form E liability insurance information into the system records for the Passenger Carrier.</li> <li>Passenger Carrier uses their certificate number and PIN number to log into the</li> </ol>		

	system and create their password. They can now go into the insurance certificate in the system and add vehicles to the policy.  9. The system presents the payment amounts for both TxDMV number and for insurance.  10. Passenger Carrier makes an online payment for both insurance and TxDMV number.  11. Passenger Carrier can print their Cab Cards from the system.
Alternate Flow List:	Alternate Flow 1: TxDMV Credentialing Staff is not authorized to proceed with
	processing the Passenger Carrier's application for operating authority.

Alternate Flow	Alternate Flow 1: TxDMV Credentialing Staff is not authorized to proceed with		
Details:	processing the Passenger Carrier's application for operating authority.		
	<ol> <li>If the TxDMV Credentialing Staff is not authorized to proceed with processing the application by the TxDMV Enforcement Division Staff, then the TxDMV Enforcement Division Staff calls the Passenger Carrier for more information.</li> </ol>		
Key Data	The system login credentials (10-digit certificate number and PIN)		
Elements:	Passenger Carrier address		
	Legal Structure of the business		
	USDOT Number		
	TxDMV Number		
Metrics/Measures:	<ul> <li>In FY2010, of the documents mailed and scanned:</li> </ul>		
	<ul> <li>961 Motor Carriers obtained a TxDMV Number;</li> </ul>		
	<ul> <li>530 Motor Carriers had to submit additional information or payment (i.e.,</li> </ul>		
	"compliance send back") related to either TxDMV Number or UCR		
Legacy Systems:	MCCS		
Channels:	Mail, Fax		

# 9.2.3.1 Workflow Diagram: Establish Operating Authority (TxDMV Number) for Passenger Carrier



## 9.2.4 MCD-1220 Renew Motor Carrier TxDMV Number

Primary Actor:	Motor Carrier	Secondary Actors:	
Use Case Name:	Renew Motor Carrier Tx	DMV Number (Operat	ing Authority)
Context:	Motor Carrier Texas intrastate operating authority needs to be renewed every one or two years.		
Use Case Goal:	To renew Motor Carrier in	trastate operating author	ority (TxDMV Number).
Div/Process Area:	MCD – Credentialing		

Pre-Conditions:	Motor Carrier must have an active TxDMV Number.		
Trigger:	Motor Carrier initiates a renewal by logging onto the system and selecting the option		
	to renew.		
Post-Conditions:	Motor Carrier Texas Operating Authority (TxDMV Number) is renewed and the Motor		
	Carrier has obtained their Cab Cards.		
Basic Flow:	Motor Carrier uses their logon credentials to login to the system and select the option to renew.		
	2. The system prompts the Motor Carrier to select a renewal period duration of one or two years.		
	<ol><li>Motor Carrier indicates renewal period selected and has the option to add or delete vehicles.</li></ol>		
	4. The system determines the correct fees to be paid and presents a payment screen to the Motor Carrier.		
	5. The Motor Carrier completes their payment on the system and can print Cab Cards from the system and/or obtain an PDF of the cab card.		
Alternate Flow List:	Alternate Flow 1: At any point during the interaction with the online self-service		
	functionality, the Actor may initiate a request for web customer service. Refer to <u>use</u>		
	case: CRD-1092 Obtain Web Customer Support.		
	Alternate Flow 2: Motor Carrier can renew by mail or fax.		

Alternate Flow	N/A
Details:	
Key Data	TxDMV Number
Elements:	USDOT Number
Metrics/Measures:	In FY2010, 1507 Motor Carriers renewed by mail or fax.
Legacy Systems:	MCCS
Channels:	Online, Fax, Mail

# 9.2.5 MCD-1225 Manage Motor Carrier System Account

Primary Actor:	Motor Carrier	Secondary Actors:	The consolidated Motor Carrier System
Use Case Name:	Manage Motor Carrier System Account		
Context:	Motor Carriers may perform changes to their consolidated system account using the self-service online functionality of the system. The following are examples of items that can be changed by the Motor Carrier:		
	<ul> <li>Operating Authority (TxDMV Number):</li> <li>Name change (no change in ownership)</li> <li>Address</li> </ul>		
	<ul><li>Corporate officers and titles;</li><li>Drug testing consortium information;</li></ul>		
	<ul> <li>Legal agent;</li> <li>Type of motor carrier operations;</li> </ul>		
	<ul><li>Changes to origin</li><li>Change of vehicle</li><li>"entity type" (lega</li></ul>	e (Form 1901 Vehicle C	Change)
Use Case Goal:	To perform account mana	gement of motor carrie	r records online.
Div/Process Area:	MCD		

Pre-Conditions:	Motor Carrier has an active system account and login credentials.
Trigger:	Motor Carrier signs onto the system and initiates a change.
Post-Conditions:	The system account has been updated.
Basic Flow:	<ol> <li>Motor Carrier signs onto the system and performs the change to their account.</li> <li>If the change is a name change, then the insurance company has to file another insurance policy in the new name within 45 days. The name change is placed in "pending" by the system and if no insurance is resubmitted with the new name then the name changed on the account will revert back to the previous name. If the insurance is resubmitted prior to 45 days deadline, then the new name is saved.</li> <li>The system saves any changes made.</li> </ol>
Alternate Flow List:	Alternate Flow 1: At any point during the interaction with the online self-service functionality, the Actor may initiate a request for web customer service. Refer to use case: CRD-1092 Obtain Web Customer Support.  Alternate Flow 2: Motor Carrier may want to make changes to their apportioned account. Refer to Use Case: Make Changes to Apportioned Account.

Alternate Flow	N/A
Details:	
Key Data	TxDMV Number
Troy Data	

Elements:	
Metrics/Measures:	<ul> <li>90% of the changes, the motor carriers are servicing themselves.</li> <li>80% of motor carriers are servicing themselves.</li> <li>In FY2010, of the documents mailed and scanned:         <ul> <li>526 Motor Carriers added vehicles to their TxDMV Number;</li> <li>22 Motor Carriers changed their names;</li> <li>26 Motor Carriers changed their addresses;</li> <li>16 Motor Carriers deleted vehicles from their TxDMV Number</li> </ul> </li> </ul>
Legacy Systems:	MCCS, TxIRP, Indiana UCR System
Channels:	Onilne

# 9.2.6 MCD-1230 Report Insurance Renewals and Reinstatements for Motor Carriers

Primary Actor:	Insurance Company	Secondary Actors:	Motor Carrier
Use Case Name:	Report Insurance Renewals and Reinstatements for Motor Carriers		
Context:		a lapse in coverage. I	Carriers must have vehicle nsurance Companies utilize the icies.
Use Case Goal:	To ensure that Motor Carr	iers have no lapse in ir	nsurance coverage.
Div/Process Area:	MCD – Credentialing		

Pre-Conditions:	Motor Carrier has a TxDMV Number.	
Trigger:	Insurance Company initiates action in the system 30 days prior to insurance lapse for a Motor Carrier TxDMV Number.	
Post-Conditions:	The system record for a motor carrier has been updated by either removing the Form K Cancelation Notice or revoking the TxDMV number.	
Basic Flow:	<ol> <li>The system places a Minimum 30 Day Form K Cancelation Notice on the record for Motor Carriers that have a TxDMV Number and insurance that will lapse in 30 days.</li> <li>The system automatically sends communication to the Motor Carrier (email, text, or other based on the Motor Carrier preferences in their account) informing them that they have 30 days to reinstate their insurance.</li> <li>The Insurance Company logs into the system and adds the new insurance policy or policies (in some cases a carrier may have more than one policy) with a new cancellation date. NOTE: The system allows the Insurance Company to make these updates individually or via a file upload that results in the system making the bulk changes indicated in the file.</li> <li>The system notifies the motor carrier of the amount due.</li> <li>The motor carrier logs into the system and pays for the policy or policies within the system.</li> <li>The system automatically removes Form K Cancelation for Motor Carrier records that have been updated with a new insurance policy or policies.</li> </ol>	

	<ul> <li>7. The Motor Carrier has the option to print out a cab card and/or receive an electronic copy of the cab card.</li> <li>8. If the Motor Carrier has a lapse in insurance, the system sends a letter to the Motor Carrier to inform them that they have 26 days to appeal or face the possibility of having their TxDMV Number operating authority revoked.</li> </ul>	
	<ol> <li>TxDMV Enforcement Division staff on a case-by-case basis to determine if a Motor Carrier's TxDMV Number will be revoked.</li> </ol>	
Alternate Flow List:	Alternate Flow 1: At any point during the interaction with the online self-service functionality, the Actor may initiate a request for web customer service. Refer to use case: CRD-1092 Obtain Web Customer Support.	

Alternate Flow Details:	N/A
Key Data Elements:	TxDMV Number     Insurance Policy End Date
Metrics/Measures:	In FY 2010, 70 Motor Carriers sent in hardcopies (mail or fax) of their E2 insurance policies because they were required to have two policies (e.g., carriers that carry hazardous materials or are passenger carriers). These would not be needed if the system could handle two insurance policies.
Legacy Systems:	MCCS
Channels:	Online

# 9.2.7 MCD-1235 Convert TxDMV Number Registration to Align with a UCR Registration

Primary Actor:	Consolidated Motor Carrier system	Secondary Actors:	Motor Carrier
Use Case Name:	Convert TxDMV Number	Registration to Align	with UCR Registration
Context:	registration), then the TxE number annually. The sys	DMV cannot require the stem automatically con	mber) and interstate (UCR motor carrier to renew their TxDMV verts motor carrier TxDMV Number JCR registration is current and there
Use Case Goal:	To convert a TxDMV Num as UCR registration is cur	•	on-expiring (no renewal fees) as long ose in insurance.
Div/Process Area:	MCD – Credentialing		

Pre-Conditions:	Motor Carrier has an active TxDMV Number and Unified Carrier Registration (UCR).
Trigger:	The system automatically identifies TxDMV Number certificates to be changed to non-expiring because they have UCR registration.

Post-Conditions:	The system record is updated for the Motor Carrier so that their TxDMV Number does not expire as long as UCR registration and insurance information is maintained.
Basic Flow:	<ol> <li>The system identifies TxDMV number records that also have current UCR registration and current insurance and performs updates to the system records for these TxDMV numbers to "convert" so that they never expire as long as UCR registration and insurance is retained on the TxDMV number.</li> <li>The system saves the change and enforces the following business rules:         <ul> <li>The system will allow adding vehicles to the TxDMV Number without charging additional fees as long as the Motor Carrier is UCR registered.</li> </ul> </li> <li>The system sends the Motor Carrier and electronic certificate from their system account that shows the UCR registration and the non-expiring TxDMV Number. The Motor Carrier is not required to keep individual Cab Cards once their TxDMV Number registration is converted to align with UCR.</li> </ol>
Alternate Flow List:	Alternate Flow 1: At any point during the interaction with the online self-service functionality, the Actor may initiate a request for web customer service. Refer to use case: CRD-1092 Obtain Web Customer Support.

Alternate Flow Details:	N/A
Key Data Elements:	TxDMV Number     UCR Account Number
Metrics/Measures:	Approximately 10,000 TxDMV (intrastate) motor carriers who also have UCR (interstate) registration.
Legacy Systems:	MCCS     UCR
Channels:	Phone, Mail

# 9.2.8 MCD-1240 Reinstate TxDMV Number after a Lapse in Insurance

Primary Actor:	Motor Carrier	Secondary Actors:	TxDMV Credentialing Staff
Use Case Name:	Reinstate a TxDMV Number after a lapse in Insurance		
Context:	When there is a lapse of insurance on the system record, the TxDMV number can be revoked by TxDMV Credentialing or TxDMV Enforcement Division staff. The Motor Carrier can reinstate their TxDMV Number when the insurance is reinstated.		
Use Case Goal:	To reinstate a TxDMV Nu	mber and the operating	authority of the Motor Carrier.
Div/Process Area:	MCD – Credentialing		

Pre-Conditions:	TxDMV Number has been revoked for a Motor Carrier due to a lapse in insurance.
Trigger:	A Motor Carrier initiates the reinstatement of a revoked TxDMV Number by logging into their online TxDMV account or by sending in a supplemental application via mail.

Post-Conditions:	TxDMV Number has been reinstated and saved in the system.
Basic Flow:	<ol> <li>A Motor Carrier initiates the reinstatement of a revoked TxDMV Number by logging into their online account and clicking the link to re-register and add their reinstated insurance policy information.</li> <li>The system calculates the fees according to business rules. The following are some of the business rules associated with the fees for reinstatement:         <ul> <li>For non-Household Goods Carriers fees are \$100 for reinstatement;</li> <li>For Household Goods Carriers fees are \$100 for reinstatement for each of the two possible insurance policies that could have lapsed (cargo insurance and liability insurance);</li> <li>If the Motor Carrier is also UCR Registered for interstate travel, then the reinstatement only includes the insurance fee, but no vehicle fees.</li> </ul> </li> <li>The Motor Carrier pays the fees online in the system.</li> <li>The system saves the data and reinstates the Motor Carrier's TxDMV Number.</li> <li>The Motor Vehicle can print the TxDMV Number Cab Card online or obtain an electronic version of the cab card.</li> </ol>
Alternate Flow List:	Alternate Flow 1: The Motor Carrier submits a supplemental application to reinstate their TxDMV Number.  Alternate Flow 2: At any point during the interaction with the online self-service functionality, the Actor may initiate a request for web customer service. Refer to use case: CRD-1092 Obtain Web Customer Support.

Alternate Flow	Alternate Flow 1: The Motor Carrier submits a supplemental application to reinstate			
	Alternate Flow 1: The Motor Carrier submits a supplemental application to reinstate			
Details:	their TxDMV Number.			
	<ol> <li>The Motor Carrier submits a supplemental application to reinstate their TxDMV Number. The supplemental application must include the Motor Carriers equipment report (unless they are also UCR registered). Refer to <u>Use Case: Processing Incoming Documents and Initiate Workflow.</u> <ul> <li>If the Motor Carrier is paying by check, then the supplemental application is sent to TxDMV Finance Department for processing.</li> <li>If the Motor Carrier is paying by credit card then the supplemental application is sent to the TxDMV Credentialing Staff.</li></ul></li></ol>			
Key Data	or provides the Cab Card electronically.  TxDMV Number			
•				
Elements:				
Metrics/Measures:				
Legacy Systems:	MCCS			
Channels:	Online, Mail			

## 9.2.9 MCD-1245 Request the Revocation of a TxDMV Number

Primary Actor:	Law Enforcement	Secondary Actors:	TxDMV Credentialing Staff, TxDMV Enforcement Division Staff
Use Case Name:	Request the Revocation of a TxDMV Number		
Context:	Law Enforcement (Texas Department of Public Safety) may request that a Motor Carrier's intrastate operating authority (TxDMV Number) be revoked.		
Use Case Goal:	To revoke a Motor Carrier's intrastate operating authority (TxDMV Number).		
Div/Process Area:	MCD – Credentialing		

Pre-Conditions:	N/A			
Trigger:	Law Enforcement (i.e., Texas DPS) requests that TxDMV Enforcement Division take action on a Motor Carrier by revoking their TxDMV Number.			
Post-Conditions:	A Motor Carrier's operating authority (TxDMV Number) has been revoked in the system.			
Basic Flow:	<ol> <li>Law Enforcement (Texas DPS) requests that TxDMV Enforcement Division take action on a Motor Carrier by revoking their TxDMV Number.</li> <li>TxDMV Enforcement Division performs due process activities on the request to revoke a TxDMV Number. Refer to Enforcement <u>Use Case: Investigate a Motor Carrier.</u></li> <li>If TxDMV Enforcement Division Staff agrees on the revocation request, staff sends an email to TxDMV Credentialing Staff to request that the TxDMV Number be revoked.</li> <li>TxDMV Credentialing Staff enters the system and revokes the Motor Carrier's TxDMV Number for safety (most frequent reason).</li> <li>TxDMV Enforcement Division Staff send the Motor Carrier a notification that their TxDMV Number has been revoked.</li> </ol>			
Alternate Flow List:	Alternate Flow 1: At any point during the interaction with the online self-service functionality, the Actor may initiate a request for web customer service. Refer to use case: CRD-1092 Obtain Web Customer Support.			

Alternate Flow	N/A
Details:	
Key Data	TxDMV Number
Elements:	
Metrics/Measures:	
Legacy Systems:	MCCS
Channels:	Online, Phone

#### 9.2.10 MCD-1250 Cancel a TxDMV Number

Primary Actor:	Motor Carrier	Secondary Actors:	TxDMV Credentialing Staff	
Use Case Name:	Cancel a TxDMV Number			
Context:	When a Motor Carrier is no longer in business or engaged in commerce in Texas, they may cancel their Texas operating authority (TxDMV Number).			
Use Case Goal:	To cancel a TxDMV Number.			
Div/Process Area:	MCD – Credentialing			

Pre-Conditions:	Motor Carrier has an active TxDMV Number.		
Trigger:	Motor Carrier initiates the cancellation of their TXDMV Number.		
Post-Conditions:	The Motor Carrier's TxDMV Number (operating authority) has been cancelled in the system.		
Basic Flow:	<ol> <li>Motor Carrier logs into their system account online and selects the option to "cancel certificate".</li> <li>The system records the cancelled TxDMV Number.</li> </ol>		
Alternate Flow List:	Alternate Flow 1: Motor Carrier sends a supplemental application to cancel their TxDMV Number via fax or mail to TxDMV Credentialing Staff.  Alternate Flow 2: At any point during the interaction with the online self-service functionality, the Actor may initiate a request for web customer service. Refer to use case: CRD-1092 Obtain Web Customer Support.		

Alternate Flow Details:	Alternate Flow 1: Motor Carrier sends a supplemental application (mail or fax) to cancel their TxDMV Number via fax or mail to TxDMV Credentialing Staff.			
	<ol> <li>Motor Carrier sends a supplemental application to cancel their TxDMV Number via fax or mail. Refer to <u>Use Case: ADMIN-1077 Process Incoming Documents and Initiate Workflow</u>.</li> <li>TxDMV Credentialing Staff logs into the system and cancels the TxDMV Number.</li> <li>The system records the cancelation of the TxDMV Number.</li> </ol>			
Key Data	TxDMV Number			
Elements:				
Metrics/Measures:				
Legacy Systems:	MCCS			
Channels:	Online, mail, fax			

## 9.2.11 MCD-1255 Verify Motor Carrier Information

Primary Actor:	Law Enforcement	Secondary Actors:	MCD Credentialing Staff	
Use Case Name:	Verify Motor Carrier Information			
Context:	Law Enforcement (Texas Department of Public Safety) has access to an online system that contains the system data in their vehicles and may access the system to verify the operating authority for a Motor Carrier. The Law Enforcement official may be giving the Motor Carrier a ticket or a Texas DPS investigator may be working a case. Motor Carriers are required to list all their registered vehicles on their Cab Card.			
	If the system inquiry database system is down, or the Law Enforcement official has follow up questions or does not have access to the system, they will call MCD Credentialing Staff directly to obtain information on a Motor Carrier's record (see Alternate Flow 1).			
Use Case Goal:	To determine if a motor carrier has a valid registration.			
Div/Process Area:	MCD – Credentialing			

Pre-Conditions:	Actor is a valid Law Enforcement official.
Trigger:	Law Enforcement accesses the system or contacts MCD Credentialing Staff on the phone.
Post-Conditions:	The motor carrier record in the system has been displayed or MCD Credentialing Staff have provided the needed information to Law Enforcement over the phone.
Basic Flow:	Law Enforcement logs into the system and performs a search for motor vehicle registration information. Searches may be based on data elements including: TxDMV Number, name of Motor Carrier, City and Zip code.      The system displays the result of the search.
Alternate Flow List:	Alternate Flow 1: Law Enforcement does not have access to the system and contacts MCD Credentialing Staff with an inquiry over the phone.  Alternate Flow 1: At any point during the interaction with the online self-service functionality, the Actor may initiate a request for web customer service. Refer to use case: CRD-1092 Obtain Web Customer Support.

Alternate Flow	Alternate Flow 1: Law Enforcement does not have access to the system and			
Details:	contacts MCD Credentialing Staff with an inquiry over the phone.			
	Law Enforcement contacts MCD Credentialing Staff to request a verification of Motor Carrier registration.			
	MCD Credentialing Staff accesses the system to perform a search for the record and relays the requested information back to Law Enforcement.			
Key Data	TxDMV Number			
Elements:	Motor Carrier Name			
	• City			
	Zip code			
Metrics/Measures:	77 million inquiries a year online			
	5 phone calls a day			
Legacy Systems:	MCCS			

Channels:	Online, phone

# 9.2.12 MCD-1260 Inquire Into a Motor Carrier

Primary Actor:	Customer	Secondary Actors:	N/A	
Use Case Name:	Inquire Into a Motor Carrier			
Context:	The public may search the public records of Motor Carriers.			
Use Case Goal:	To search for information on Motor Carriers who travel intrastate within Texas and who have a TxDMV Number. Customer scenarios include the following:  Customer wants to verify that a Household Goods Mover is legitimate  Customer wants to verify that a Motor Carrier is insured  Customer wants to verify the ownership or vehicles for a Motor Carrier			
Div/Process Area:	MCD			

Pre-Conditions:	None
Trigger:	Customer requests information on a Motor Carrier through the online self-service the system inquiry functionality.
Post-Conditions:	Customer has obtained the publically available information on the Motor Carrier.
Basic Flow:	<ol> <li>The Customer initiates an inquiry through the online self-service Motor Carrier system. Searches may be based on data elements including: TxDMV Number, name of Motor Carrier, City and Zip code.</li> <li>The system presents the results of the online inquiry to the customer.</li> </ol>
Alternate Flow List:	Alternate Flow 1: Customer requests information on a Motor Carrier through a phone call to TxDMV Credentialing Staff.  Alternate Flow 2: At any point during the interaction with the online self-service functionality, the Actor may initiate a request for web customer service. Refer to use case: CRD-1092 Obtain Web Customer Support.

Alternate Flow Details:	Alternate Flow 1: Customer requests information on a Motor Carrier through a phone call to TxDMV Credentialing Staff.		
	The Customer inquiry is through a phone call to TxDMV. Refer to <u>Use Case:</u> <u>Contact TxDMV</u> .		
	The staff retrieves the Motor Carrier information on the system and relays the information to the customer.		
Key Data	TxDMV Number		
Elements:	Motor Carrier Name		
	• City		
	Zip code		

Metrics/Measures:	TxDMV Credentialing Staff receive about 1500 phone calls a week.	
Legacy Systems:	MCCS, UCR, TxIRP	
Channels:	Online, phone	

# 9.2.13 MCD-1265 Perform Unified Carrier Registration (UCR) Outreach

Primary Actor:	MCD Credentialing Staff	Secondary Actors:	Motor Carrier, ITERIS	
Use Case Name:	Perform Unified Carrier Registration (UCR) Outreach			
Context:	MCD Credentialing Staff receive a daily email with a list of Motor Carriers who have registered new DOT Numbers with the US Department of Transportation (USDOT) but who have not obtained UCR registration. This email is received from ITERIS, a vendor that TxDMV pays an annual fee for this email service. The daily emails contain information on approximately 300 Motor Carriers a day. The information on this daily email includes Motor Carriers with email addresses as well as those without email addresses.			
Use Case Goal:	To identify Motor Carriers who need UCR registration and notify these carriers of the need to obtain UCR and steps to accomplish this.			
Div/Process Area:	MCD - Credentialing			

Pre-Conditions:	N/A		
Trigger:	Email list is received from ITERIS that allows MCD Credentialing Staff to identify who needs UCR registration.		
Post-Conditions:	Email and mail notifications are sent to Motor Carriers needing UCR registration.		
Basic Flow:	<ol> <li>ITERIS daily email report is received by MCD Credentialing Staff. This email report identifies Motor Carriers who have received new USDOT Numbers but who do not have UCR registration.</li> <li>MCD Staff review the ITERIS daily email report and send an email or a mailing to the Motor Carriers on the report. The email or mailing contains the following information:         <ul> <li>A request to register on the UCR Indiana system for the current year at www.ucr.in.gov;</li> <li>Information about an option to register for UCR via mail or fax to the MCD Credentialing Staff;</li> <li>A request to include credit card payment information on faxed or mailed applications or a request to send mailed applications to a TxDMV PO box if the Motor Carrier will be paying by check or money order</li> <li>A warning that fines and penalties for failure to be UCR registered begin at \$300 and may exceed \$1,000.</li> <li>A request to respond to the TxDMV email or letter if the Motor Carrier is no longer operating in interstate commerce and wishes to inactivate their USDOT number (so they no longer receive these communications about UCR). Refer to Use Case: Deactivate USDOT Number.</li> </ul> </li> </ol>		

	O. E. M. C. C. H. ITEDIO I. H. A. H. H. T. ITEDIO			
	3. For Motor Carriers on the ITERIS daily report that have an email, ITERIS			
	automatically sends the outreach email described in step 2.			
	4. For Motor Carriers on the ITERIS daily report that have not email, TxDMV			
	Credentialing Staff print hardcopy letters and once a month will send a mailing to			
	these Motor Carriers that includes the information described in step 2. TxDMV			
	Credentialing Staff perform the following steps:			
	Print envelopes			
	Print stuffers			
	<ul> <li>Use a folding and stuffing machine to prepare the envelopes for mailing</li> </ul>			
	Send the mail			
Alternate Flow List:	N/A			
Alternate Flow List.	14/7 (			

Alternate Flow Details:	N/A
Key Data Elements:	USDOT Number
Metrics/Measures:	<ul> <li>80% of Texas based carriers are registered with UCR. The target is 90%. The US Department of Transportation will not approve the increase of Texas UCR fees without at least 90% of Texas-based Motor Carriers being registered with UCR.</li> <li>The automated mail folding and stuffing machine can stuff 800 envelopes in 30 minutes for mailing.</li> <li>ITERIS daily email of Motor Carriers that need UCR registration contains about 300 Motor Carriers a day.</li> </ul>
Legacy Systems:	UCR Indiana System
Channels:	Email, Mail

# 9.2.14 MCD-1270 Apply for UCR (Unified Carrier Registration)

Primary Actor:	Motor Carrier	Secondary Actors:	UCR system, TxDMV Credentialing Staff	
Use Case Name:	Apply for Unified Carrier Registration (UCR)			
Context:	Motor Carriers that are interstate carriers need Unified Carrier Registration in order to travel in all contiguous states, Canada, and Mexico. The UCR is a federal program that with fees that are calculated based on the number of units being registered. UCR is not considered operating authority for intrastate commerce within the State of Texas (TxDMV Number). UCR registration is valid for one calendar year.			
Use Case Goal:	To obtain Unified Carrier Registration (UCR) in order to conduct interstate travel.			
Div/Process Area:	MCD – Credentialing			

Pre-Conditions:	Motor Carrier has an interstate USDOT number.

Trigger:	Motor Carrier submits a UCR application online or via mail.		
Post-Conditions:	Motor Carrier has obtained UCR registration within the system.		
Basic Flow:	<ol> <li>Motor Carrier goes online to the system and submits an application online.</li> <li>The system accepts credit card and electronic check payments from the Motor Carrier.</li> <li>The system saves the data associated with the Motor Carrier's UCR registration. No paper documentation is needed since roadside Law Enforcement has direct access to the UCR system.</li> </ol>		
Alternate Flow List:	Alternate Flow 1: Motor Carrier submits a UCR paper application with <u>credit card</u> fee payment information to TxDMV Credentialing Staff. <u>Alternate Flow 2</u> : At any point during the interaction with the online self-service functionality, the Actor may initiate a request for web customer service. Refer to <u>use case: CRD-1092 Obtain Web Customer Support</u> .		

Alternate Flow	Alternate Flow 1: Motor Carrier submits a paper UCR application to TxDMV with a			
Details:	check or credit card fee payment information.			
	<ol> <li>Motor Carrier mails a one-page UCR application with credit card fee payment information to TxDMV. Refer to <u>Use Case: ADMIN-1077 Process Incoming Documents and Initiate Workflow.</u></li> <li>If a check was sent along with the application, then this is routed to TxDMV Finance for processing the deposit. TxDMV Finance updates the system to indicate that the payment was recorded.</li> <li>TxDMV Credentialing Staff receive the application via workflow routing and enter the USDOT Number into the system to verify the USDOT Number. The type of Motor Carrier and the number of vehicles are verified to make sure the payment information is correct.</li> <li>TxDMV Credentialing Staff process the payment in the system. If the Motor Carrier authorized a payment amount that is less than required, then the TxDMV Credentialing Staff contacts the Motor Carrier by phone to request permission to charge the correct amount.</li> <li>TxDMV Credentialing Staff enter into the system and indicate that the Motor Carrier has paid the fees. Within the system, the staff prints the UCR registration receipt.</li> <li>TxDMV Credentialing Staff mail the printed UCR registration receipt to the registered Motor Carrier. Alternatively, the UCR registration may be emailed to</li> </ol>			
Key Data	USDOT Number			
Elements:				
Metrics/Measures:	<ul> <li>80% of Texas based carriers have UCR registration.</li> <li>Over 80% of the UCR registered Motor Carriers are performing self-service using the online UCR system.</li> <li>In FY2010, of the documents mailed and scanned:         <ul> <li>4089 Motor Carriers established new UCR or renewed their UCR through the mail or fax to TxDMV;</li> <li>530 Motor Carriers were required to provide "compliance send back" – additional documentation or payment for new or renewed UCR or TxDMV Number transactions.</li> </ul> </li> </ul>			
Legacy Systems:	UCR Indiana System			
Channels:	Online self-service, Mail, Fax			

# 9.2.15 MCD-1275 Renew Unified Carrier Registration (UCR)

Primary Actor:	Motor Carrier	Secondary Actors:	UCR system, TxDMV Credentialing Staff
Use Case Name:	Renew Unified Carrier Registration (UCR)		
Context:	Unified Carrier Registration must be renewed annually. Renewal packets are sent to the Motor Carriers by the TxDMV Credentialing Staff. Motor Carriers renew online.		
Use Case Goal:	To renew Unified Carrier Registration.		
Div/Process Area:	MCD – Credentialing		

Pre-Conditions:	Motor Carrier has a USDOT number.		
	Motor Carrier has UCR.		
Trigger:	Motor Carrier initiates a renewal online.		
Post-Conditions:	The system has recorded the Motor Carrier's UCR renewal.		
Basic Flow:	<ol> <li>Motor Carrier goes online to submit a UCR renewal. The system accepts credit card and electronic check payments.</li> <li>The Motor Carrier pays the renewal fees.</li> <li>The system saves the data associated with the Motor Carrier's UCR renewal. No paper documentation is needed since roadside Law Enforcement has direct access to the UCR system.</li> </ol>		
Alternate Flow List:	Alternate Flow 1: The Motor Carrier may renew by mail or fax to TxDMV Credentialing Staff. Refer to Use Case: ADMIN-1077 Process Incoming Documents and Initiate Workflow.  Alternate Flow 1: At any point during the interaction with the online self-service functionality, the Actor may initiate a request for web customer service. Refer to use case: CRD-1092 Obtain Web Customer Support.		

Alternate Flow	N/A
Details:	
Key Data	USDOT Number
Elements:	
Metrics/Measures:	<ul> <li>In 2010, 80% of Texas based carriers have UCR registration.</li> <li>In 2010, over 80% of the UCR registered Motor Carriers are performing self-service using the online UCR system.</li> <li>In FY2010, of the documents mailed and scanned:         <ul> <li>4089 Motor Carriers established new UCR or renewed their UCR through the mail or fax to TxDMV;</li> <li>530 Motor Carriers were required to provide "compliance send back" – additional documentation or payment for new or renewed UCR or TxDMV Number transactions.</li> </ul> </li> </ul>
Legacy Systems:	UCR Indiana System
Channels:	Online self-service, Mail

#### 9.2.16 MCD-1285 Process a refund to a Motor Carrier

Primary Actor:	TxDMV Credentialing Staff	Secondary Actors:	Motor Carrier, Texas Comptroller, TxDMV Finance Division	
Use Case Name:	Process a Refund to a N	Process a Refund to a Motor Carrier		
Context:	A Motor Carrier may inadvertently overpay for UCR registration or for TxDMV Number registration. When the overpayment is discovered, TxDMV Credentialing staff process a refund to the Motor Carrier.			
	Overpayments only happen when the Motor Carrier utilizes the mail or fax channel and does not use the online self-service functionality.			
	The following are examples of scenarios that might result in a refund:			
	<ul> <li>Motor Carrier makes a duplicate payment of UCR registration or TxDMV Number registration. These duplicate payments may be uncovered by TxDMV Credentialing Staff when they try to assign a UCR to a Motor Carrier and discover that the Motor Carrier has already been issued a UCR (or renewed their UCR) – refer to Alternate Flow 2 of <u>Use Case</u>: Apply for UCR.</li> <li>Motor Carrier obtained UCR Registration and paid for their annual TxDMV Number renewal when they did not have to renew the TxDMV Number because the UCR Registration takes precedence.</li> </ul>			
Use Case Goal:	To refund money to a Mot			
Div/Process Area:	MCD – Credentialing			

Pre-Conditions:	Motor Carrier has overpaid registration fees.		
Trigger:	TxDMV Credentialing Staff discovers that the Motor Carrier has made an overpayment.		
Post-Conditions:	Refund warrant and a letter have been sent to the Motor Carrier.		
Basic Flow:	<ol> <li>TxDMV Credentialing Staff discovers that the Motor Carrier has made an overpayment. The Staff verifies the overpayment and then sends a request for a refund to the TxDMV Finance Division.</li> <li>TxDMV Finance Division verifies the amount of the refund and sends a warrant request to the Texas Comptroller to issue a warrant for the amount of the overpayment.</li> <li>Texas Comptroller receives the warrant request, prints the warrant and sends the warrant to TxDMV Finance Division.</li> <li>TxDMV Finance Division sends to warrant to TxDMV Credentialing Staff.</li> <li>TxDMV Credentialing Staff sends the warrant to the Motor Carrier along with a letter explaining the refund.</li> </ol>		
Alternate Flow List:	Alternate Flow 1: At any point during the interaction with the online self-service functionality, the Actor may initiate a request for web customer service. Refer to use		
	case: CRD-1092 Obtain Web Customer Support.		

Alternate Flow	N/A

Details:	
Key Data	TxDMV Number
Elements:	UCR Account Number
	Fee Amount Paid
Metrics/Measures:	
Legacy Systems:	<ul><li>UCR Indiana System</li><li>MCCS</li></ul>
Channels:	Phone, Mail

# 9.2.17 MCD-1290 Request an additional payment due to underpayment

Primary Actor:	TxDMV Credentialing Staff	Secondary Actors:	Motor Carrier
Use Case Name:	Request an Additional P	ayment Due to Under	payment
Context:	submitting their payment vithese cases, Motor Carrie	via check or by writing irs will occasionally undopt occur when the Moto	R using a paper application and in their credit card information. In derpay the registration fee amounts. In Carrier registers and renews using
Use Case Goal:	•	•	Carrier when the motor carrier has nitted hardcopy application.
Div/Process Area:	MCD – Credentialing		

Pre-Conditions:	Motor Carrier has submitted a payment for UCR or TxDMV Number registration.		
Trigger:	TxDMV Credentialing staff discovers an underpayment of registration fees by the		
	Motor Carrier.		
Post-Conditions:	Additional payment from Motor Carrier is processed.		
Basic Flow:	TxDMV Credentialing staff discovers an underpayment of registration fees by the Motor Carrier and sends a letter to the Motor Carrier requesting an additional payment amount.		
	The Motor Carrier sends a check or credit card information to TxDMV     Credentialing staff for payment of the underpayment amount. Refer to <u>Use</u> <u>Case: ADMIN-1077 Process Incoming Documents and Initiate Workflow.</u> **Table 1.**  **Table 1.		
	3. If the Motor Carrier sent a check, then the underpayment is sent to the TxDMV Finance Department for processing.		
	4. If the Motor Carrier sent credit card payment information, the TxDMV Credentialing staff processes the credit card information in the system.		
	5. The system records the underpayment on completes the transaction that was underpaid.		
Alternate Flow List:	Alternate Flow 1: The Motor Carrier pays the underpaid amount using their online		
	self-service account. At any point during the interaction with the online self-service		
	functionality, the Actor may initiate a request for web customer service. Refer to <u>use</u>		
	case: CRD-1092 Obtain Web Customer Support.		

Alternate Flow	N/A
Details:	
Key Data	TxDMV Number
Elements:	UCR Account Number
Metrics/Measures:	In FY 2010, 530 Motor Carriers were required to provide "compliance send back" – additional documentation or payment for new or renewed UCR or TxDMV Number transactions.
Legacy Systems:	<ul><li>MCCS</li><li>UCR Indiana system</li></ul>
Channels:	Mail, Online

# 9.2.18 MCD-1295 Send UCR Registration Funds that Exceed Texas Cap

Primary Actor:	TxDMV Credentialing Staff	Secondary Actors:	TxDMV Credentialing Staff, Texas Comptroller of Public Accounts, UCR Depository
Use Case Name:	Send UCR Registration	Funds that Exceed Te	exas Cap
Context:	Periodically, the UCR Depmoney they need to send amount is capped at the le	CR Indiana system for cository sends a report to the UCR Depository evel that existed in 200 ess of this cap must be	/ monthly for UCR registration Texas-based Motor Carriers.  to states to let them know how much since each state's UCR income 4 (\$2.8M). Any additional funds returned to the UCR Depository so eached their cap.
Use Case Goal:	To obtain UCR registration	n funds for Texas.	
Div/Process Area:	MCD – Credentialing		

Pre-Conditions:	Texas owes UCR registration funds to the UCR Depository.	
Trigger:	UCR Depository sends a report to Texas DMV Motor Carrier Division indicating the funds that Texas owes to the UCR Depository.	
Post-Conditions:	A warrant for Texas UCR registration funds has been sent to the UCR Depository.	
Basic Flow:	<ol> <li>UCR Depository sends a report to Texas DMV Motor Carrier Division indicating the funds that Texas owes to the UCR Depository.</li> <li>MCD Credentialing staff verify that the UCR Depository report is correct:         <ul> <li>TxDMV Credentialing Staff go into the UCR Indiana system for the relevant time period and add up the total UCR funds collected by Texas. Texas gets to keep a sum of \$2.8M and the remainder must be sent to the UCR Depository.</li> </ul> </li> </ol>	

	<ol> <li>MCD Credentialing staff submits a request to the TxDMV Finance Division to coordinate to produce a warrant to disburse the specified funds to the UCR Depository.</li> <li>Texas Comptroller sends a warrant for the specified amount in excess of the Texas cap for UCR fund collections.</li> </ol>
Alternate Flow List:	N/A

Alternate Flow	N/A
Details:	
Key Data	
Elements:	
Metrics/Measures:	
Legacy Systems:	UCR Indiana system
Channels:	Mail

#### 9.2.19 MCD-1300 Deactivate USDOT Number

Primary Actor:	Motor Carrier	Secondary Actors:	FMCSA systems
Use Case Name:	Deactivate USDOT Number		
Context:	registration are identified them to register for UCR. are asked to request that	to TxDMV Credentialing Motor Carriers no long their USDOT Number b	nterstate operations but no UCR g Staff for outreach to encourage ger engaged in interstate commerce be deactivated. Motor Carriers an email to TxDMV Credentialing
Use Case Goal:	To deactivate a USDOT N	lumber.	
Div/Process Area:	MCD – Credentialing		

Pre-Conditions:	The Motor Carrier's USDOT Number must be active.
Trigger:	The Motor Carrier logs into the system and selects the options to deactivate their USDOT Number.
Post-Conditions:	The Motor Carrier's USDOT Number is deactivated.
Basic Flow:	<ol> <li>The Motor Carrier logs into the system and selects the options to deactivate their USDOT Number.</li> <li>The system interfaces with Federal Motor Carrier Safety Administration systems to deactivate the Motor Carrier's USDOT Number.</li> <li>The system updates the Motor Carrier's records.</li> </ol>
Alternate Flow List:	Alternate Flow 1: At any point during the interaction with the online self-service functionality, the Actor may initiate a request for web customer service. Refer to use case: CRD-1092 Obtain Web Customer Support.

Alternate Flow	N/A
Details:	
Issues/Problems/ Improvements:	<ul> <li>Process improvements are currently underway to allow TxDMV Credentialing staff to deactivate USDOT numbers.</li> </ul>
Key Data	USDOT Number
Elements:	UCR Account Number
Metrics/Measures:	
Legacy Systems:	Motor Carrier Credentialing System (MCCS)
Channels:	Email

### 9.2.20 MCD-1305 Obtain a USDOT Number

Primary Actor:	Motor Carrier	Secondary Actors:	FMCSA systems
Use Case Name:	Obtain a USDOT Numbe	r	
Context:		d registration, and UCR	to obtain operating authority (TxDMV registration. The USDOT Numbers gency (FMCSA).
Use Case Goal:	To obtain a USDOT Number.		
Div/Process Area:	MCD – Credentialing		

Pre-Conditions:	N/A
Trigger:	The Motor Carrier initiates the online self-service functionality to obtain a USDOT Number.
Post-Conditions:	The Motor Carrier has a USDOT Number.
Basic Flow:	<ol> <li>Motor Carrier initiates online self service to obtain a USDOT Number.</li> <li>The system interfaces with FMCSA systems to generate a USDOT Number for the Motor Carrier.</li> </ol>
Alternate Flow List:	Alternate Flow 1: At any point during the interaction with the online self-service functionality, the Actor may initiate a request for web customer service. Refer to <u>use case: CRD-1092 Obtain Web Customer Support</u> .

Alternate Flow Details:	N/A
Key Data Elements:	USDOT Number

Metrics/Measures:	
Legacy Systems:	Motor Carrier Credentialing System (MCCS)
Channels:	Online

# 9.2.21 MCD-1310 Open an Apportioned Account

Primary Actor:	Motor Carrier	Secondary Actors:	TxDMV Regional Service Center Staff
Use Case Name:	Open an Apportioned A	ccount	
Context:	distribute registration and States and Canadian Provonsolidating licensing an jurisdiction.  An Apportioned Account a amount to each jurisdiction	fuel tax revenue between vinces). The program to discourse requiremental allows Motor Carriers to nin which they intend to	operative program to collect and sen member jurisdictions (United benefits Motor Carriers by its through the base (home)  o pay a proportionate or "apportioned" to operate. This allows the Motor and registration from each individual
Use Case Goal:	To obtain Motor Carrier re	gistration privileges in	two or more member jurisdictions.
Div/Process Area:	MCD - IRP		

Pre-Conditions:	Motor Carrier has a USDOT Number	
	<ul> <li>Motor Carrier has a commercial vehicle used or intended for use in two or more IRP member jurisdictions and is used for the transportation of persons for hire or designed, used or maintained primarily for the transportation of property, and is:</li> </ul>	
	<ul> <li>A power unit having two axles and a gross vehicle weight or registered gross vehicle weight in excess of 26,000 pounds or 11,794 kilograms; or</li> <li>A power unit having three or more axles, regardless of weight; or</li> <li>Used in combination, when the weight of such combination exceeds 26,000 pounds or 11,794 kilograms gross vehicle weight.</li> </ul>	
Trigger:	Motor Carrier initiates a new account application using the TxDMV online self-service functionality.	
Post-Conditions:	Motor Carrier has an apportioned account.	
Basic Flow:	<ol> <li>Motor Carrier initiates a new account application online. All supporting documentation is uploaded electronically to the Motor Carrier's online application. The Motor Carrier may also mail or fax supporting documentation which will then be available in the system. Refer to <u>use case: ADMIN-1077 Process Incoming Documents and Initiate Workflow.</u></li> <li>The system validates the following:         <ul> <li>Valid financial responsibility (liability insurance) (verified by the system, automatically)</li> </ul> </li> </ol>	

- USDOT Number and Federal Employer Identification Number (FEIN) for the apportioned registrant and for the Motor Carrier responsible for safety, if applicable
- Proof of payment of Heavy Vehicle Use Tax (HVUT) via online interface with IRS systems.
- 3. TxDMV Regional Service Center Staff verifies the Motor Carrier's documentation including evidence of the following:
  - Texas Residency
  - Established Place of Business in Texas
  - Ownership of each vehicle to be registered under the account
  - Proof of payment of Heavy Vehicle Use Tax (IRS Form 2290), if applicable
    - Verification of Form 2290 includes fraud detection inspection steps (e.g., identifying IRS validation stamps, tax period time frame modifications, vehicle lists).
- 4. TxDMV Regional Service Center Staff determines if the Motor Carrier generated miles in a previous jurisdiction in the last 18 months and enters this information into the system..
  - Additional documents and data entry requirements are specified in the TxIRP Apportioned Registration Information Packet (http://www.txdmv.gov/motor\_carrier/registration/interstate/apportioned.htm).
- 5. The system saves the data and staff validation notes and sends the Systemgenerated account number and login credentials to the Motor Carrier.
- 6. The Motor Carrier uses their login credentials to gain access to their apportioned account on the system.
- 7. The Motor Carrier enters the required information into the system and saves the data. Required information includes units (vehicles, VINs), jurisdictions and planned mileage for each jurisdiction.
- 8. The system calculates the fees and displays the payment due to the Motor Carrier.
- 9. The Motor Carrier makes the registration payment in the system, unless their account is flagged with "certified funds", in which case fees are to be paid in person or by mail (e.g., cash, cashier's check or money order only).
- If the Proof of Heavy Vehicle Use Tax (HVUT) IRS Form 2290 has not already been provided to TxDMV, then the Motor Carrier must provide the Form 2290 online.
- 11. The System validates the payment of HVUT via interface with IRS systems.
  - Note: The Form 2290 is not required for vehicles purchased within the previous 60 days. The date of purchase for each vehicle was a required entry into the system so the system knows which vehicles require Form 2290s.
- 12. If Form 2290 is validated by the system, then the system updates the record to indicate that the HVUT payment has been validated.
- 13. The Motor Carrier can print cab cards from the system or obtain an electronic cab card. The system has a check box for the Motor Carrier to select their preference for obtaining their license plates:
  - Pick up at TxDMV Regional Service Center.
  - Direct Mail.
- 14. The system assigns license plates to Motor Carriers and initiates workflow to have the plates mailed to either the Motor Carrier mailing address or the selected TxDMV Regional Service Center for pickup by the Motor Carrier. Refer to <u>Use Case</u>: <u>Produce and Mail Plates</u>, <u>Stickers</u>, and <u>Registration Receipts</u>.

#### Alternate Flow List:

Alternate Flow 1: A VIN number entered into the system has been flagged as being "Out of Service" (a safety flag).

<u>Alternate Flow 2</u>: At any point during the interaction with the online self-service functionality, the Actor may initiate a request for web customer service. Refer to <u>use</u>

case: CRD-1092 Obtain Web Customer Support.

Alternate Flow Details:	Alternate Flow 1: A VIN number entered into the system has been flagged as being "Out of Service" (a safety flag). The system has an interface with the Commercial Vehicle Information System and Networks (CVISN) system which contains Federal Motor Carrier Safety Administration data from safety inspections done on vehicles nation-wide. If a vehicle is found to be unsafe, the USDOT number for the Motor Carrier is flagged as "out of service". The system then flags all vehicle VINS s associated with the USDOT number as "out of service". During the opening or renewal of an apportioned account, if a VIN is marked as "out of service" then the renewal or opening of an apportioned account cannot continue until the "out of		
	1. If a VIN is flagged as "out of service", the process to open or renew an apportioned account is stopped. The Motor Carrier must see that the "out of service" is cleared before being able to register the vehicle. Refer to <a href="Use Case: Override">Use Case: Override</a> Out-of-Service (OOS) Indicator.		
Key Data	USDOT Number		
Elements:	Apportioned Account Number		
	Motor Carrier Owner Name		
	Vehicle Information		
	o Units		
	o VIN		
	Weight Group		
Metrics/Measures:			
Legacy Systems:	TxIRP RTS, SRB Scanning Systems, TxDOC Imaging Systems, interface with CVISN		
Channels:	Online, Mail, Fax, Face-to-Face		

# 9.2.22 MCD-1315 Mail monthly IRP renewal packet

Primary Actor:	TxDMV IRP Staff	Secondary Actors:	TxDOT Austin Print Center
Use Case Name:	Mail Monthly IRP Renew	al Packet	
Context:	Renewal information pack that are due for renewal in		Carriers with apportioned accounts
Use Case Goal:	To send renewal informati are due for renewal in the	•	arriers with apportioned accounts that
Div/Process Area:	MCD – IRP		

Pre-Conditions:	There are IRP accounts that will expire within the next 45 days.	
Trigger:	Fourth week of every month.	

Post-Conditions:	Renewal packets have been mailed to Motor Carriers due to renew their apportioned accounts within 45 days.	
Basic Flow:	1. On the 4 <sup>th</sup> week of every month, TxDMV IRP Staff goes into the system to print out the renewal packets for Motor Carriers that have been identified automatically by the system as needing to renew their apportioned accounts within 45 days.	
	2. The system renewal packets are printed automatically at the TxDOT Austin Print Center.	
	<ol> <li>The TxDOT Austin Center delivers the renewal packets to TxDMV – IRP offices.</li> <li>TxDMV IRP Staff prints mailing labels for the motor carriers in the IRP offices and identifies additional items to stuff into the envelopes.</li> </ol>	
	<ul> <li>5. TxDMV IRP Staff distributes the stuffing task among the staff and the staff spends a day stuffing envelopes with the renewal packets to the Motor Carriers.</li> <li>6. TxDMV IRP Staff mails the renewal packets to the Motor Carriers.</li> </ul>	
Alternate Flow List:	Alternate Flow 1: The renewal packet is sent electronically to the Motor Carrier via	
	email. This alternative is based on the Motor Carriers communication preferences	
	as specified in their system account.	

Alternate Flow	N/A
Details:	
Key Data	the system Account Number
Elements:	Motor Carrier registrant's address
Metrics/Measures:	1300 – 2500 renewals packets are mailed every month.
Legacy Systems:	TxIRP
Channels:	Mail, Email

# 9.2.23 MCD-1320 Renew Apportioned Account

Primary Actor:	Motor Carrier	Secondary Actors:	TxDMV Regional Service Center
Use Case Name:	Renew Apportioned Acc	ount	
Context:	the renewal online via the	ir system account or hawal process, or the Mo	year. Motor Carriers may perform and copies are returned to tor Carrier has the option as a walk in
Use Case Goal:	To renew apportioned acc	count registration.	
Div/Process Area:	MCD – IRP		

Pre-Conditions:	Motor Carrier has a current system account	
Trigger:	Motor Carrier initiates a renewal online on the system.	

Post-Conditions:	The Motor Carrier's apportioned account has been renewed.	
Basic Flow:	<ol> <li>Motor Carrier initiates a renewal online by logging into the system ith their login credentials and selecting the renewal option.</li> <li>The system prompts the Motor Carrier for required information related to the renewal. The required information includes jurisdictions, mileage for each jurisdiction, units (vehicles and VINs).</li> <li>Motor Carrier enters the required information into the system:         <ul> <li>Jurisdictions are edited to include actual miles for the timeframe indicated in the VTR-356</li> <li>Units are added and/or deleted</li> </ul> </li> <li>The system calculates the fees and displays the amount due for renewal.</li> <li>Motor Carrier must enter the information on the payment of their Heavy Vehicle Use Tax (IRS Form 2290)         <ul> <li>Additional documents and data entry requirements (e.g., proof of insurance and lease agreement, if needed) are specified in the TxIRP Apportioned Registration Information Packet (<a href="http://www.txdmv.gov/motor.carrier/registration/interstate/apportioned.htm">http://www.txdmv.gov/motor.carrier/registration/interstate/apportioned.htm</a>).</li> <li>The system validates the payment of HVUT via interface with IRS systems.</li> <li>If the HVUT payment is not valid, then the Motor Carrier is informed that they must fax Proof of HVUT, IRS Form 2290, to TxDMV. Refer to use case:</li></ul></li></ol>	
Alternate Flow List:	Alternate Flow 1: Motor Vehicle performs the renewal at a TxDMV Regional Service Center  Alternate Flow 2: A VIN number entered into the system has been flagged as being OOS ("Out of Service" a safety flag).  Alternate Flow 3: At any point during the interaction with the online self-service functionality, the Actor may initiate a request for web customer service. Refer to use case: CRD-1092 Obtain Web Customer Support.	

Alternate Flow Details:	Alternate Flow 1: Motor Vehicle performs the renewal at a TxDMV Regional Service Center	
	Motor Carrier initiates a renewal at TxDMV Regional Service Center. The Motor Carrier must provide the following documents:	
	<ul> <li>VTR-356, Schedule A, which contains an equipment list for specifying the Motor Carrier vehicles including VIN information and equipment counts; and</li> </ul>	
	<ul> <li>VTR-356, Schedule B, which contains the distance and jurisdictions</li> </ul>	
	TxDMV Regional Service Center Staff review the renewal documents from the	
	Motor Vehicle and edits the required information into the system.	
	3. Motor Carrier provides the payment for the renewal to the TxDMV Regional	
	Service Center Staff.	
	4. TxDMV Regional Service Center Staff cashiers the payment and indicates	

	<ul> <li>payment has been made in the system. Bank routing number and account numbers are entered into the system if the payment is made with a check.</li> <li>Motor Carrier pays for the renewal on the system.</li> <li>TxDMV Regional Service Center Staff or TxDMV IRP Staff review and validate the Form 2290 faxed by the Motor Carrier. If Form 2290 passes the TxDMV inspection, then the Staff updates the "manage required materials for the vehicle" in the system to indicate that the required document has been verified. Verification of Form 2290 includes fraud detection inspection steps (e.g., identifying IRS validation stamps, tax period time frame modifications, vehicle lists).</li> <li>If the Form 2290 was faxed to the TxDMV Regional Service Center, then the TxDMV Regional Service Center mails this with the invoice to TxDMV IRP headquarters in Austin.</li> <li>TxDMV IRP Staff ensures that the Form 2290 is scanned (refer to Use Case: Import Documents into TXDOCS Repository).</li> <li>Flow resumes with Basic Flow step 9.</li> </ul>	
	Alternate Flow 2: A VIN number associated with a Motor Carrier's apportioned account has been flagged as being OOS ("Out of Service" a safety flag). The system has an interface with the Commercial Vehicle Information System and Networks (CVISN) system which contains Federal Motor Carrier Safety Administration data from safety inspections done on vehicles nation-wide. If a vehicle is found to be unsafe, the VIN number is flagged as "out of service". During the opening or renewal of an apportioned account, if a VIN is marked as "out of service" then the renewal or opening of an apportioned account cannot continue until the "out of service" flag is removed.	
	If a VIN is flagged as "out of service", the process to open or renew an apportioned account is stopped. The Motor Carrier must see that the "out of service" is cleared before being able to register the vehicle. Refer to <a href="Use Case: Override Out-of-Service">Use Case: Override Out-of-Service (OOS) Indicator</a> .	
Key Data	USDOT Number	
Elements:	Apportioned Account Number	
	Motor Carrier Owner Name	
	Vehicle Information	
	o Units	
	<ul><li>VIN</li><li>Weight Group</li></ul>	
Metrics/Measures:	47-51% of renewals are online (service providers such as H&R Block included)	
Legacy Systems:	CVISN, TxIRP	
Channels:	Online self service, Face-to-Face at TxDMV Regional Service Center, Mail to TxDMV HQ	

# 9.2.24 MCD-1325 Make Changes to an Apportioned Account

Primary Actor:	Motor Carrier	Secondary Actors:	TxDMV Regional Service Center Staff
Use Case Name:	Make Changes to an Ap	portioned Account	

Context:	Motor Carriers can make changes to their apportioned account by logging into their system account and making changes online or by making the changes in person at the TxDMV Regional Service Center.	
Use Case Goal:	To make changes to an Apportioned Account	
Div/Process Area:	MCD – IRP	

Pre-Conditions:	Motor Carrier has an active apportioned account.	
	· · ·	
Trigger:	Motor Carrier initiates a change to their account via the system or by visiting a TxDMV Regional Service Center.	
Post-Conditions:	The system has saved the changes to the Motor Carrier's apportioned account.	
Basic Flow:	1. Motor Carrier uses their logon credentials to access their account in the system and initiates a change to their information.  2. Motor Carrier makes changes to their account information. The following are examples of changes that are possible:  • Change vehicle weight group  • Replace license plates  • Add or remove jurisdiction  • Enter jurisdictional mileage  • Change axles  • Add/subtract additional vehicles (see Alternate Flow 2)  3. The system notifies the Motor Carrier of any additional documents that must be faxed to the TxDMV IRP headquarters or to the TxDMV Regional Service Center. For example, if new vehicles were added to the apportioned account, additional documentation (the Proof of Heavy Vehicle Use Tax IRS Form 2290, proof of ownership and proof of liability insurance) needs to be uploaded to their account or faxed to TxDMV.  4. If there are any requirements to fax documentation, then  • The Motor Carrier faxes the required documents to TxDMV. Refer to Use Case: ADMIN-1077 Process Incoming Documents and Initiate Workflow.  i. TxDMV staff who receive the faxed documents perform a verification of these document images and then go into the system and indicate that the documents have been verified.  ii. TxDMV Staff email the Motor Carrier to let them know that their account has been updated and they need to access their account has been updated and they need to access their account has been updated and they need to access their account in the system to pay their fees and complete the change.  5. If there is a payment required as a result of the changes to their apportioned account (e.g., adding vehicles, modification to jurisdictions and mileage), the system calculates the fees due and the Motor Carrier makes their payment in the system.  6. If the apportioned account changes involve a new vehicle added to the account, • The Motor Carrier indicates in the system if they want their license plates sent to their mailing address or held at the TxDMV Regional Service Center for pick-up by them.  • Th	
	workflow to mail the plates to the TxDMV Regional Service Center for pick up	

	by the Motor Carrier or to the Motor Carrier depending on the option that the Motor Carrier selected in the system. Refer to <u>Use Case: Produce and Mail Plates, Stickers, and Registration Receipts.</u> 8. If the apportioned account changes involve a vehicle removed from the account, then refer to <u>Use Case: Process a Refund for an Apportioned Account.</u>		
Alternate Flow List:	Alternate Flow 1: Motor Carrier chooses to make a change to their apportioned account at the TxDMV Regional Service Center.  Alternate Flow 2: A VIN number entered into the system has been flagged as being		
	"Out of Service" (a safety flag).  Alternate Flow 3: At any point during the interaction with the online self-service functionality, the Actor may initiate a request for web customer service. Refer to use case: CRD-1092 Obtain Web Customer Support.		

Alternate Flow	Alternate Flow 1: Motor Carrier chooses to make a change to their apportioned			
Details:	account at the TxDMV Regional Service Center.			
	<ol> <li>Motor Carrier initiates a change to their apportioned account at the TxDMV Regional Service Center. The Motor Carrier must submit a properly completed form VTR-341, Texas International Registration Plan Supplemental Application or Form VTR-356 Texas International Registration Plan Apportioned Application Schedule A</li> <li>TxDMV Regional Service Center Staff log into the system online program and access the Motor Carrier's account. The staff selects the "Work on IRP" option and then the "Start a Supplement" option. TxDMV Regional Service Center Staff inform the Motor Carrier of any additional documentation that must be sent in to TxDMV in order to complete their change.</li> <li>Flow continues with Basic Flow step 4.</li> </ol>			
	Alternate Flow 2: A VIN number entered into the system has been flagged as being "Out of Service" (a safety flag). The system has an interface with the CVISN system which contains Federal Motor Carrier Safety Administration data from safety inspections done on vehicles nation-wide. The system interfaces identifies vehicles found to be unsafe. The system flags all vehicle VINS found to be "out of service". During the opening or renewal of an apportioned account, if a VIN is marked as "out of service" then the renewal or opening of an apportioned account cannot continue until the "out of service" flag is removed.			
	In Step 2 of the Basic Flow, If a VIN is flagged as "out of service", then the vehicle will not be able to be added to the apportioned account. The Motor Carrier must see that the "out of service" is cleared on the vehicle before being able to add the vehicle to their account. Refer to <a href="Use Case">Use Case</a> : Override Out-of-Service (OOS) Indicator.			
Key Data	USDOT Number			
Elements:	Apportioned Account Number			
	Motor Carrier Owner Name			
	Vehicle Information			
	o Units			
	o VIN			
	Weight Group			
Metrics/Measures:				
Legacy Systems:	TxIRP,CVISN			

Channels:	Online self-service, face-to-face at a TxDMV Regional Service Center

## 9.2.25 MCD-1330 Process a Refund for an Apportioned Account

Primary Actor:	consolidated Motor Carrier system	Secondary Actors:	TxDMV – Regional Service Center Staff, TxDMV Finance Division
Use Case Name:	Process a Refund for an	Apportioned Accour	nt
Context:	Changes to a Motor Carrier's apportioned account may result in a refund of registration fees to the Motor Carrier. The following are scenarios that may result in a refund of registration fees:		
	<ul> <li>A Motor Carrier indicates that they reported too many miles in Texas or put in an incorrect jurisdiction. This change may also be uncovered as a result of an audit (refer to <u>Use Case: Perform Audit of Interstate Motor Carriers</u>). Once the miles and/or jurisdictions are changed in the system, the system re-calculates the registration fees and may indicate that a refund is needed.</li> <li>A Motor Carrier may surrender a vehicle plate before the expiration date of their</li> </ul>		
	<ul> <li>registration.</li> <li>A Motor Carrier may have removed a vehicle from their account (Refer to <u>Use Case</u>: Make Changes to an Apportioned Account).</li> </ul>		
Use Case Goal:	To generate a refund of apportioned registration fees to a Motor Carrier.		
Div/Process Area:	MCD - IRP		

Pre-Conditions:	Motor Carrier has an active apportioned account.		
Trigger:	A change to an apportioned account that results in a refund due to a Motor Carrier.		
Post-Conditions:	Refund is sent to the Motor Carrier.		
Basic Flow:	<ol> <li>The system identifies the need to issue a refund to a Motor Carrier because of changes made to the apportioned account that impacts the miles and/or jurisdictions. The system routes the VTR 341 Texas International Registration Plan Supplemental Application, which contains the refund amount due, to TxDMV Finance Division. The system captures the date the refund request is made.</li> <li>TxDMV Finance Division receives the refund request from TxDMV IRP Staff and arranges for the creation of a warrant for the refund amount and sends the warrant to TxDMV IRP Staff.</li> </ol>		
	<ol> <li>TxDMV IRP Staff receives the warrant, captures the date the warrant was received into the system. The TxDMV IRP Staff member who does this step is different than the staff member who performed the previous steps.</li> <li>TxDMV IRP Staff (a different staff member than the staff person who performed previous steps) mails the warrant to the Motor Carrier with a letter explaining the refund. This Staff member enters the date of the mailing into the system. If the warrant amount is greater than \$1,000, the mailing is sent via certified mail.</li> </ol>		
Alternate Flow List:	Alternate Flow 1: Refund is initiated by a Motor Carrier surrendering a vehicle license plate prior to the expiration date.		

Alternate Flow	Alternate Flow 1: Refund is initiated by a Motor Carrier surrendering a vehicle			
Details:	license plate prior to the expiration date.			
Details.	<ol> <li>Motor Carrier goes to a TxDMV Regional Service Center and surrenders the Cab Card and License Plate for a vehicle.</li> <li>The TxDMV Regional Service Center Staff deletes the vehicle from the Motor Carrier's apportioned account in the system.</li> <li>The system recalculates the fees.</li> <li>Once the fees are recalculated, the TxDMV Regional Service Center Staff prints the refund breakdown of funds from the system.</li> <li>The TxDMV Regional Service Center may proceed in one of the following ways:         <ul> <li>Provide the documentation of the refund to the Motor Carrier. The Motor Carrier then takes this documentation to their County Tax Assessor-Collector (TAC) to obtain a refund for Texas registration fees; or jurisdictional fees if applicable which in that case the refund request will be forwarded to TxDMV headquarters.</li> <li>Mail the refund request directly to the Motor Carrier's County Tax Assessor-Collector (TAC)</li> </ul> </li> <li>The County TAC sends the refund to the Motor Carrier within 6 – 8 weeks.</li> </ol>			
Key Data	IRP Account Number			
Elements:	Refund Amount			
Metrics/Measures:				
Legacy Systems:	TxIRP, Refund Spreadsheet			
Channels:	Face-to-Face, Email			

# 9.2.26 MCD-1335 Disburse and Receive Net Apportioned Plate Fees to and from Other Jurisdictions

Primary Actor:	TxDMV IRP Staff	Secondary Actors:	IRP Clearinghouse, Non-Texas Jurisdictions	
Use Case Name:	Disburse and Receive Net Apportioned Plate Fees to and from other Jurisdictions			
Context:	Apportioned plate fees collected on behalf of other jurisdictions are distributed electronically to the IRP Clearinghouse which disburses the net funds to the jurisdictions. The Clearinghouse allows the collection of money to happen and then the clearinghouse performs a netting process mid-month and notifies the participating jurisdictions of the amounts that they must submit. The system interfaces with the Clearinghouse automatically. The Clearinghouse sends the amount owed to Texas back to the system automatically each month.  The existence of three non-participating jurisdictions means that Texas still has to issue warrants for payments to these jurisdictions via the Texas Comptroller of Public			
	Accounts. On the 16 <sup>th</sup> of every month, MCD-IRP Staff produce a report from the system and reviews a report produced by the IRP Clearinghouse that specifies the funds that Texas owes from apportioned plate fees collected on behalf of other			

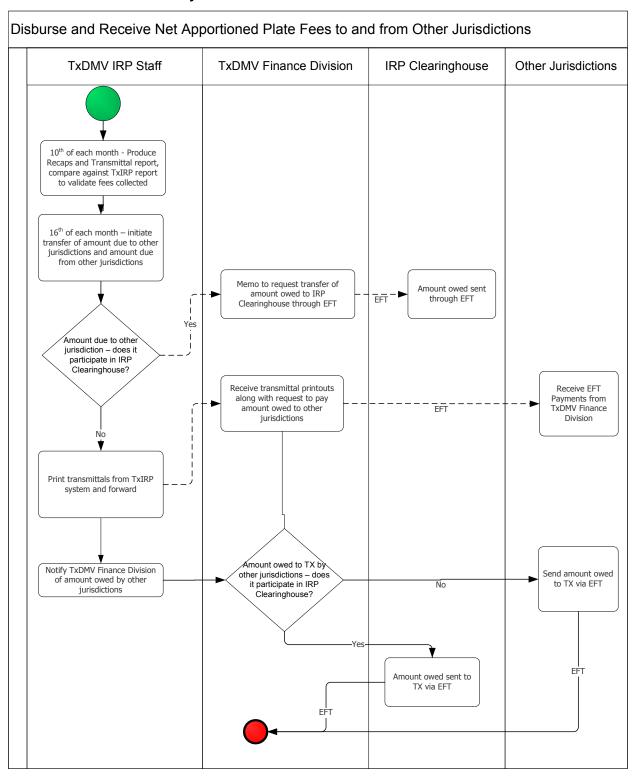
	jurisdictions. Electronic Funds Transfers are sent to non-participating jurisdictions by TxDMV Finance Division.
Use Case Goal:	To disburse apportioned plate fees collected on behalf of other jurisdictions to receive plate fees owed to Texas from other jurisdictions.
Div/Process Area:	MCD – IRP

Pre-Conditions:	N/A		
Trigger:	Monthly (the 10 <sup>th</sup> of every month)		
Post-Conditions:	EFT transfers of funds have been sent from TxDMV to IRP Clearinghouse and non- clearinghouse jurisdictions and received from IRP Clearinghouse and non- clearinghouse jurisdictions.		
Basic Flow:	<ol> <li>On the 10<sup>th</sup> of each month, TxDMV IRP Staff produce report from the system (Recaps and Transmittals Report) and compare this to the IRP Clearinghouse report to validate that the fees collected match on these reports. There has only been one instance in which the numbers did not match due to another jurisdiction going through initial setup of participation in the IRP program.</li> <li>On the 16<sup>th</sup> of the month, TxDMV IRP Staff initiates the transfer of the net dollars owed to other jurisdictions as indicated on the Recaps and Transmittals Report.         <ol> <li>If the jurisdiction participates in the IRP Clearinghouse, then</li> <li>TxDMV IRP Staff sends a request to TxDMV Finance Division to transfer the amount owed to the IRP Clearinghouse through Electronic Funds Transfer (EFT).</li> <li>TxDMV Finance Division performs the Electronic Funds Transfer (EFT) to the IRP Clearinghouse.</li> <li>If the jurisdiction does not participate in the IRP Clearinghouse, then</li> <li>TxDMV IRP Staff transmits the system information showing the amount owed by Texas to the other jurisdictions to TxDMV Finance Division.</li> <li>TxDMV Finance Division performs the Electronic Funds Transfer (EFT) payment of the amounts indicated by TxDMV IRP Staff to the relevant jurisdictions.</li> </ol> </li> <li>TxDMV IRP Staff notifies TxDMV Finance Division of the amounts that are due from other jurisdictions:         <ol> <li>Net funds owed to Texas by jurisdictions participating in the Clearinghouse are received from the IRP Clearinghouse via EFT to TxDMV Finance Division.</li> </ol> </li> <li>Net funds owed to Texas by jurisdictions that do not participate in the Clearinghouse are received from the jurisdiction to TxDMV Finance Division via EFT.</li> </ol>		
Alternate Flow List:	N/A		

Alternate Flow	N/A
Details:	
Key Data	Jurisdiction
Elements:	Amount of credit or debit

Metrics/Measures:	Fees collected on the system report and the IRP Clearinghouse report match almost 100% of the time.
Legacy Systems:	TxIRP, interface with the IRP Clearinghouse system
Channels:	Electronic Funds Transfers, Email

# 9.2.26.1 Workflow Diagram: Disburse and receive net apportioned plate fees to and from other jurisdictions



# 9.2.27 MCD-1340 Perform a Record Inquiry on an Apportioned Account

Primary Actor:	Law Enforcement	Secondary Actors:	TxDMV IRP Staff	
Use Case Name:	Perform an Inquiry on an Apportioned Account			
Context:	Law Enforcement periodically initiates online self-service or calls TxDMV to obtain status on a Motor Carrier's apportioned account.			
Use Case Goal:	To obtain information on a Motor Carrier's apportioned account.			
Div/Process Area:	MCD – IRP			

Pre-Conditions:	N/A
Trigger:	Law Enforcement initiates online self-service inquiry or calls TxDMV IRP Staff on the telephone.
Post-Conditions:	Relevant apportioned account information has been delivered to Law Enforcement.
Basic Flow:	<ol> <li>Law Enforcement initiates a search for apportioned account information via online self-service or a phone call to TxDMV IRP Staff. Frequent types of information requests are the following:         <ul> <li>Determine if Motor Carrier has a current apportioned account</li> <li>Determine if the Cab Card for the Motor Carrier is authentic</li> <li>The data utilized by Law Enforcement to make this inquiry is the apportioned account information located on a Motor Carrier's Cab Card, including:</li></ul></li></ol>
Alternate Flow List:	Alternate Flow 1: At any point during the interaction with the online self-service functionality, the Actor may initiate a request for web customer service. Refer to <u>use case: CRD-1092 Obtain Web Customer Support</u> .

Alternate Flow Details:	N/A
Key Data Elements:	<ul> <li>IRP Account Number</li> <li>VIN</li> <li>License Plate Number</li> </ul>
Metrics/Measures:	Two to three calls a month are received by TxDMV IRP Staff from Law Enforcement requesting a record inquiry on an apportioned account. NOTE: Law Enforcement also contacts the TxDMV Regional Service Center staff for record inquiries.
Legacy Systems:	TxIRP
Channels:	Phone, Online

## 9.2.28 MCD-1345 Exchange Vehicle Safety Data (PRISM Program)

Primary Actor:	Consolidated Motor Secondary	Actors:
	Carrier system	
Use Case Name:	Exchange Vehicle Safety Data (PRISM	M Program)
Context:	The Performance and Registration Information Systems Management (PRISM) program was developed to meet the challenge of reducing the number of commercial vehicle crashes of a rapidly expanding interstate carrier population. It has increased the efficiency and effectiveness of Federal and State safety efforts through a more accurate process for targeting the highest-risk carriers, which allows for a more efficient allocation of scarce resources for compliance reviews and roadside inspections. The PRISM program requires that Motor Carriers improve their identified safety deficiencies or face progressively more stringent sanctions up to the ultimate sanction of a Federal Out-of-Service order and concurrent State registration suspensions. The PRISM program has proven to be an effective means of motivating motor carriers to improve their compliance and performance deficiencies.  PRISM originated as a pilot project mandated by Congress in the Intermodal Surface Transportation Efficiency Act of 1991. The Federal Motor Carrier Safety  Administration (FMCSA) and the State of Iowa developed the pilot project. The pilot demonstrated that State commercial vehicle registration sanctions could be a powerful enforcement tool in Federal and State motor carrier safety improvement efforts. Congress authorized funding through the Transportation Equity Act to expand PRISM nationally.	
	The PRISM program links the Motor Car Department of Transportation and similar registration and licensing systems of the	· · · · · · · · · · · · · · · · · · ·
	Determine the safety fitness of the n	motor carrier prior to issuing license plates;
	·	safety performance through an improvement application of registration sanctions.
	CVISN system (a PRISM program application placed in "Out of Service" status by Federathe country. The system captures the described status and the date that the vehicles	leral and State Law Enforcement throughout
Use Case Goal:	To exchange vehicle safety information	with other state and federal government.
Div/Process Area:	MCD – IRP	

Pre-Conditions:	N/A
Trigger:	Daily

Post-Conditions:	Data has been exchanged with Commercial Vehicle Information System and Networks (CVISN).
Basic Flow:	<ol> <li>The system receives PRISM data from CVISN. This data includes USDOT Numbers associated with vehicles (identified by VIN) that have been placed in "out of service" status or removed from "out of service" status by other state (DPS) and federal authorities (FMCSA).</li> <li>When the system receives the daily census files from FMCSA, the system verifies the unit is currently registered with apportioned plates inside the system. Then the system updates the database to reflect the OOS status of vehicles. The system sends to CVISN information on vehicles with Texas updates on new "out of service" or removed "out of service" orders.</li> </ol>
Alternate Flow List:	Alternate Flow 1: At any point during the interaction with the online self-service functionality, the Actor may initiate a request for web customer service. Refer to <u>use case: CRD-1092 Obtain Web Customer Support</u> .

Alternate Flow	N/A
Details:	
Key Data	• VIN
Elements:	USDOT Number
	Unsafe/Unsatisfactory (Out-of-Service) data
Metrics/Measures:	
Legacy Systems:	TxIRP, CVISN, RTS, Out-of-Service Spreadsheet
Channels:	FTP

# 9.2.29 MCD-1350 Override Out-of-Service (OOS) Indicator

Primary Actor:	Motor Carrier	Secondary Actors:	TxDMV IRP Staff
Use Case Name:	Override Out of Service indicator		
Context:	The Federal Motor Carrier Safety Administration (FMCSA) performs safety audits on Motor Carrier vehicles. If the FMCSA finds that a Motor Carrier vehicle is not safe, then the Motor Carrier's impacted vehicles are marked as "out-of-service" (OOS) by the system.		
	Whenever a Motor Carrier attempts to open a new apportioned account or renew an account with a vehicle that is marked OOS in the system, the system prevents the creation of the new account or the renewal. Motor Carriers then call TxDMV IRP Staff to investigate and remove the OOS.		
Use Case Goal:	To clear an incorrect Out-of-Service indicator for a Motor Carrier vehicle so that a new account or a renewal can proceed.		
Div/Process Area:	MCD – IRP		

Pre-Conditions:	N/A
Trigger:	Motor Carrier calls the TxDMV IRP Staff to request an override of the Out-of-Service indicator in the system.
Post-Conditions:	<ul> <li>A vehicle's OOS indicator is updated in the system; or</li> <li>The Motor Carrier has been informed that they must contact the FMCSA to resolve the OOS issue</li> </ul>
Basic Flow:	<ol> <li>Motor Carrier calls TxDMV IRP staff to request an override of an Out-of-Service indicator in the system to that they may proceed with opening a new apportioned account or renewing an account.</li> <li>TxDMV IRP Staff research the account in the system and also access the FMCSA website with the applicable USDOT Number to determine the vehicle for which the OOS was indicated.         <ul> <li>If the Motor Carrier's vehicle is a leased vehicle under a new lease number or is associated with a new USDOT Number, then the TxDMV IRP Staff verify that other information is different such as phone numbers and addresses. Care is taken to prevent the removal of OOS status where a Motor Vehicle has simply changed their USDOT Number or FEIN number as a strategy to avoid the OOS.</li> </ul> </li> <li>If the TxDMV IRP staff decides that the OOS should be overridden, then the Staff checks the appropriate override field in the system and enters text into the associated comments field to explain the override.</li> <li>If the TxDMV IRP Staff decides that they cannot approve an override of the OOS, then the Motor Carrier is informed that they must contact FMCSA to review the OOS status of their vehicle.</li> </ol>
Alternate Flow List:	N/A

Alternate Flow	N/A
Details:	
Key Data	USDOT Number
Elements:	Vehicle Identification Number (VIN)
	Out-of-Service indicator
Metrics/Measures:	
Legacy Systems:	TxIRP
	MCMIS (Federal Motor Carrier Safety Administration system)
Channels:	Phone

# 9.2.30 MCD-1365 Apply for fleet registration

Primary Actor:	Fleet Registrant	Secondary Actors:	TxDMV IRP Staff
Use Case Name:	Apply for Fleet Registrat	tion	
Context:	•	he advantage of fleet reat the same time, makin	
Use Case Goal:	To obtain a fleet registration	on.	

Div/Process Area:	MCD – IRP

Pre-Conditions:	Fleet consists of 5 or more vehicles operating intrastate within Texas.			
Trigger:	Fleet Registrant requests fleet registration online, at TxDMV headquarters in Austin			
	or a TxDMV Regional Service Center.			
Post-Conditions:	License Plates are received by the Fleet Registrant.			
Basic Flow:	The Fleet Registrant initiates fleet registration online, at the TxDMV IRP      Type of the state of the TxDMV is a state			
	headquarters in Austin or a TxDMV Regional Service Center.  2. For online self-service, the system establishes the fleet registration and provides			
	the Registrant with login credentials to the system.			
	For in person service, TxDMV IRP Staff or Regional Service Center Staff			
	establishes the fleet registration in the system and provides the Fleet Registrant			
	with login credentials to the system.			
	4. The Fleet Registrant must provide a proof of insurance for the entire fleet. This			
	insurance information is faxed to the TxDMV IRP Staff or entered into the			
	system, if using online self-service.			
	For faxed paperwork, TxDMV IRP Staff inspects the insurance			
	paperwork and contacts the registrant (by email if there is an email			
	address, otherwise by phone) to let them know if more documentation is			
	needed or if registrant may proceed with registration. Refer to <u>Use</u> <u>Case: ADMIN-1077 Process Incoming Documents and Initiate</u>			
	Workflow.			
	<ul> <li>For online self-service, the system validates the insurance via online interface.</li> </ul>			
	5. If the fleet is a combination fleet with heavy vehicles in over 55,000 pounds then			
	the Fleet Registrant must provide the Proof of Heavy Vehicle Use Tax IRS Form 2290.			
	6. The Fleet Registrant pays the registration fees. The Fleet Registrant is provided			
	with a receipt for the fleet registration.			
	7. Since a registrant can register a fleet for a minimum of one year and a maximum			
	of eight years with any combination of months in between, these plates are			
	printed on-demand at Huntsville. The plates will have the month and year of			
	expiration printed in the upper right hand corner of the plate. Once plates have			
	been printed, they are mailed to the registrant directly from Huntsville. Similar to			
	the plate mailing process for special plates.			
Alternate Flow List:	Alternate Flow 1: At any point during the interaction with the online self-service			
	functionality, the Actor may initiate a request for web customer service. Refer to <u>use</u>			
	case: CRD-1092 Obtain Web Customer Support.			

Alternate Flow	N/A
Details:	
Key Data	the system Account Number
Elements:	• VIN
Metrics/Measures:	
Legacy Systems:	TxIRP
Channels:	Online, Face to Face

## 9.2.31 MCD-1370 Renew Fleet Registrations

Primary Actor:	Fleet Registrant	Secondary Actors:	
Use Case Name:	Renew Fleet Registration	ns	
Context:	Fleet registrations can be registration online.	for 1 – 8years. The Flo	eet Registrant must renew the fleet
Use Case Goal:	To renew a fleet registration	on.	
Div/Process Area:	MCD – IRP		

Pre-Conditions:	Fleet Registrant has online access to the system (the only channel available for fleet renewals)		
Trigger:	The Fleet Registrant initiates the fleet registration renewal in the system.		
Post-Conditions:	The fleet registration has been renewed in the system and any needed plates have been ordered.		
Basic Flow:	<ol> <li>Fleet Registrant initiates a fleet registration renewal in the system and enters the renewal period desired (1 to 8 years).</li> <li>The Fleet Registrant must fax any required document to TxDMV IRP staff or upload these into the system. The required documents include the following:         <ul> <li>proof of insurance for the entire fleet;</li> <li>If the fleet is a combination fleet with heavy vehicles over 55,000 pounds then the Fleet Registrant must provide the Proof of Heavy Vehicle Use Tax IRS Form 2290.</li> </ul> </li> <li>Incoming faxes are processed and the workflow presents TxDMV IRP Staff with their needed actions. Refer to Use Case: ADMIN-1077 Process Incoming Documents and Initiate Workflow.</li> <li>Once TxDMV IRP Staff receive and verify the required documents from the Fleet Registrant, the staff updates the system and contacts the Fleet Registrant to let them know they can proceed with registration.</li> <li>The Fleet Registrant logs into the system online and pays the registration amount in the system.</li> <li>The system notifies the manufacturing service (Huntsville) to arrange for plates be delivered to the Fleet Registrant's address.</li> </ol>		
Alternate Flow List:	Alternate Flow 1: At any point during the interaction with the online self-service functionality, the Actor may initiate a request for web customer service. Refer to use case: CRD-1092 Obtain Web Customer Support.		

Alternate Flow Details:	N/A
Key Data	the system Account Number
Elements:	• VIN
Metrics/Measures:	The only fleet registration that exists is a recent registration for AT&T. In this fleet
	registration, several tons of plates were shipped to AT&T from the Huntsville plate

	manufacturing facility. Feedback from an interview with the AT&T staff member responsible for the fleet renewal indicated that the staff member "loved the process".
Legacy Systems:	TxIRP
Channels:	Online

# 9.2.32 MCD-1380 Apply for Token Fleet Registration

Primary Actor:	Fleet Registrant	Secondary Actors:	TxDMV IRP Staff, Regional Servcie Center Staff
Use Case Name:	Apply for Token Fleet Ro	egistration	
Context:	Multi-Year token trailer registrants can obtain token trailer registration for fleets of 1 or more trailers operating interstate and intrastate. The advantage of multi-year token trailer registration is that the registration for the fleet trailers expires at the same time, making the management of the registration for these trailers more efficient for the fleet registrant. Registrats that participate in multi-year token trailer registration may choose a registration period from 1 to 5 years. Before, all token trailer registration expired during the month of March. Multi-Year token trailers registrants may now choose any month of expiration through out the year. Multi-Year token trailer plates will not utilize a registration sticker indicating the month and year of expiration; this is represented by the registration receipt. The 5 year token trailer registration program replaced all the trailers plates every five years with new trailer plates. Multi-Year token trailer plates will not expire; the registrant will receive a new plate, with the same plate number at the beginning of the eighth year of registration.  Multi-Year token trailer registration is operated by the TxDMV IRP Staff and the Regional Service Center Staff.  Note: the proof of registration for token trailer registration must be carried in the power unit in the form of a receipt.		
Use Case Goal:	To obtain a token fleet registration.		
Div/Process Area:	MCD – IRP		

Pre-Conditions:	Multi-Year token trailer registration consists of 1 or more trailers.		
Trigger:	Multi-Year token trailer registrant's requests fleet registration online or at TxDMV headquarters in Austin or a TxDMV Regional Service Center.		
Post-Conditions:	License Plates are received by the registrant from the regional office service centers		
Basic Flow:	<ol> <li>The registrant initiates token trailer registration online.</li> <li>The system elicits information from the Registrant.</li> <li>The Registrants enters the token trailer registration information into the system.</li> <li>The system establishes the token trailer registration and provides the registrant with login credentials to the system if requested (not required). The registrant does have to present documentation to prove ownership for registration.</li> </ol>		

	<ol> <li>The Registrant enters the number of years of registration for the token trailers (1 to 5 years).</li> <li>The system calculates the payment based on a fixed fee for token trailer (today the fee is \$15.00 plus local fees determined by the county)</li> <li>The registrant pays the registration fees online in the system.</li> <li>The system provides the registrant with a receipt for multi-year token trailer registration.</li> <li>The system initiates a request for license plates to be mailed to the registrant or to a local DMV regional service center as indicated by the Registrant. Refer to Use Case: Produce and Mail Plates, Stickers and Registration Receipts.</li> </ol>		
Alternate Flow L	ist: Alternate Flow 1: At any point during the interaction with the online self-service		
/ (Itel late l'iow L			
	functionality, the Actor may initiate a request for web customer service. Refer to <u>use</u>		
	case: CRD-1092 Obtain Web Customer Support.		
	Alternate Flow 2: The registrant initiates token trailer registration at the TxDMV IRP headquarters in Austin or a TxDMV Regional Service Center.		
	Alternate Flow 3: Trailer registrants can also obtain trailer registration from the county tax offices for a period of 1 to 3 years. They too do not receive a registration sticker. At the County TAC you receive one renewal form for each trailer. You will also receive a new plate once the reflectorization has worn off (eighth year).		

Alternate Flow	Alternate Flow 2: The registrant initiates token trailer registration at the TxDMV IRP		
Details:	headquarters in Austin or a TxDMV Regional Service Center.		
	<ol> <li>The registrant initiates token trailer registration at the TxDMV IRP headquarters in Austin or a TxDMV Regional Service Center.</li> <li>TxDMV IRP Staff or Regional Service Center Staff establishes the token trailer registration in the system and provides the registrant with login credentials to the system if requested (not required). The registrant does have to present documentation to prove ownership for registration.</li> <li>TxDMV IRP staff enters the number of years of registration for the token trailers (1 to 5 years).</li> </ol>		
	4. The system calculates the payment based on a fixed fee for token trailer (today		
	the fee is \$15.00 plus local fees determined by the county)		
	<ol> <li>The registrant pays the registration fees and TxDMV IRP Staff/ Regional Service Center Staff processes the payment in the system and also in RTS POS. Trailer registrants have the option to pay trailer fees online as well through the system payment interface.</li> <li>TxDMV IRP Staff or Regional Service Center staff provides the registrant with a receipt for multi-year token trailer registration out of the system.</li> </ol>		
Van Data	7. Flow continues with Basic Flow step number 9.		
Key Data	TxIRP Account Number		
Elements:	• VIN		
Metrics/Measures:			
Legacy Systems:	TXIRP		
Channels:	Online, Face-to-Face at TxDMV IRP headquarters in Austin.		

# 9.2.33 MCD-1385 Provide Annual Proof of Payment of Heavy Vehicle Use Tax for Fleets

Primary Actor:	Fleet Registrant	Secondary Actors:		
Use Case Name:	Provide Annual Proof of Payment of Heavy Vehicle Use Tax for Fleets			
Context:	For combination fleets that have a fleet registration and vehicles that are heavier than 55,000 pounds, the Fleet Registrant must provide proof of payment of the Heavy Vehicle Use Tax on an annual basis even if the fleet is registered for a period greater than 1 year (i.e., 2 – 5 years).			
Use Case Goal:	To provide the required annual proof of payment of the heavy vehicle use tax for fleet registrations containing vehicles that are heavier than 55,000 pounds.			
Div/Process Area:	MCD – IRP			

Pre-Conditions:	Fleet Registrant has a fleet with vehicles that exceed 55,000 pounds.		
Trigger:	Annual email reminder is sent by TxDMV IRP Staff.		
Post-Conditions:	IRS Form 2290 Heavy Vehicle Use Tax verification has been sent to TxDMV IRP Staff		
Basic Flow:	<ol> <li>The system sends an annual email to Fleet Registrants with fleets containing one or more vehicles that exceed 55,000 pounds to request a verification of payment of the Heavy Vehicle Use Tax (HVUT).</li> <li>Fleet Registrant sends IRS Form 2290 Heavy Vehicle Use Tax to TxDMV IRP Staff via fax or by uploading the receipt to their system account. Faxed documents are indexed and made available in the system (refer to <u>Use Case: ADMIN-1077 Process Incoming Documents and Initiate Workflow</u>).</li> <li>TxDMV IRP Staff verifies the proof of payment of Heavy Vehicle Use Tax and updates the system with this information. The system interfaces with IRS data to validate HVUT payment.</li> </ol>		
Alternate Flow List:	Alternate Flow 1: At any point during the interaction with the online self-service functionality, the Actor may initiate a request for web customer service. Refer to <u>use case: CRD-1092 Obtain Web Customer Support</u> .		

Alternate Flow	N/A
Details:	
Key Data	the system Account Number
Elements:	• VIN
Metrics/Measures:	Only one Fleet Registration exists at this time.
Legacy Systems:	TxIRP
Channels:	Fax, Email

# 9.2.34 MCD-1390 Perform Records Checks

Primary Actor:	TxDMV IRP Staff	Secondary Actors:	Motor Carrier
Use Case Name:	Perform Records Check	s	
Context:	Records checks are performed on new Motor Carrier IRP registrants during their first year of apportioned account registration. The purpose of these records checks is to educate the Motor Carriers on compliance requirements.		
	Records checks are also be performed the year after an audit if the audit was not satisfactory in order to help compel compliance with the IRP plan.		
	Unlike Audits, Records Checks do not result in any fees being assessed. Specific data that is being reviewed includes the percentage of miles traveled in a jurisdiction and number of vehicles. The number of miles traveled is not important.		
Use Case Goal:	To validate the Motor Carrier records against their IRP plan and provide findings and guidance to Motor Carriers on compliance requirements.		
Div/Process Area:	MCD – IRP		

Pre-Conditions:	Motor Carrier has an apportioned account			
Trigger:	TxDMV IRP Staff sends a letter to the Motor Carrier informing them of the Records Check.			
Post-Conditions:	Letter has been mailed to the Motor Carrier informing them of the findings of the record check.			
Basic Flow:	<ol> <li>TxDMV IRP Staff sends a letter to the Motor Carrier to inform them that they have been selected for a Records Check. Motor Carriers undergo a records check during their first year of apportioned account registration. Motor Carriers may also be selected for a records check in the year after an audit when the audit findings are not satisfactory.</li> <li>The Motor Carrier submits required records for the records check to TxDMV IRP Staff within 30 days of the date of the letter that informed them of the records check.</li> <li>TxDMV IRP Staff review the required records sent by the Motor Carrier. This review may include the following:         <ul> <li>Assessment of the Motor Carrier's record-keeping practices</li> <li>Comparison of the actual percentage of miles traveled in a jurisdiction and actual number of vehicles to the Motor Carrier's IRP plan</li> </ul> </li> <li>TxDMV IRP Staff send a letter to the Motor Carrier with the findings and recommendations resulting from the Records Checks. The findings and recommendations may include:         <ul> <li>A congratulations for being compliant with record-keeping requirements</li> <li>Findings of non-compliance with record-keeping requirements and a request to participate in a training phone call or a request to report to a TxDMV Regional Service Center for training and coaching in the IRP record-keeping requirements</li> </ul> </li></ol>			
Alternate Flow List:	Alternate Flow 1: Motor Carrier does not respond to the initial TxDMV IRP Staff letter requesting the required letters within 30 days.			

Alternate Flow	Alternate Flow 1: Motor Carrier does not respond to the initial TxDMV IRP Staff			
Details:	letter requesting the required letters within 30 days.			
	<ol> <li>If the Motor Carrier does not submit the required records within 30 days of the date on the initial letter, then TxDMV IRP Staff sends the Motor Carrier a second letter in which the Motor Carrier has an additional 15 days to respond with the required records.</li> <li>If the Motor Carrier responds to the second letter by sending the required records, the flow continues to Basic Flow step number 3.</li> <li>If the Motor Carrier does not respond to the second letter within 15 days, then the motor Carrier is referred to the IRP Director for possible cancellation of their apportioned account. Attempts are made to contact the Motor Carrier and if the records are still not obtained, the Motor Carrier's apportioned account is cancelled.</li> </ol>			
Key Data	system Account Number			
Elements:	Percentage of miles traveled in Texas			
	Number of vehicles			
Metrics/Measures:	In calendar year 2010, there were 3,860 first-time IRP registrants in Texas.			
Legacy Systems:	TxIRP			
Channels:	Mail, Phone			

# 9.2.35 MCD-1395 Perform Audit of Interstate Motor Carriers

Primary Actor:	TxDMV IRP Staff	Secondary Actors:	Motor Carrier Registrant
Use Case Name:	Perform Audit of Interstate Motor Carriers		
Context:	jurisdiction audit 3% of the jurisdiction. The audit corfollowing:  Actual mileage versus  Verification that the H registration and subseted Verification of actual purposes in the purpose of the purpos	e Motor Carriers that ar asists of verifying the M their IRP renewal app eavy Vehicle Use Tax ( equent renewals; percentage of miles trav	Plan (IRP) that each participating e registered with them as a base otor Carrier records including the lication; (HVUT) was paid upon initial IRP veled in Texas matches the carrier's siles for all jurisdictions that the Motor
Use Case Goal:	To audit Motor Carriers registered with the system.		
Div/Process Area:	MCD – IRP		

Pre-Conditions:	Motor Carrier must be a registrant (have an apportioned account) and have Texas as their base jurisdiction.
Trigger:	Audits scheduled based on number of required audits as accorded by IRP.
Post-Conditions:	The system is updated with the results of the audit.

	Registrant is notified via a letter of the outcome of the audit.	
	The system has transmitted fee changes to the IRP Clearinghouse.	
	The TEXAS IRP – INTERJURISDICTIONAL AUDIT REPORT has been sent to	
	the other jurisdictions on the Motor Carrier Registrant's IRP plan.	
Basic Flow:	1. TxDMV IRP Staff selects a Motor Carrier for an Audit. The selection of a Motor	
	Carrier may occur in one of the following ways:	
	Random selection from the list of Motor Vehicles	
	<ul> <li>Motor Carrier may request an audit because they believe that a refund of</li> </ul>	
	fees will be due to them	
	Carrier activities prompt suspicions of fraud	
	2. TxDMV IRP Staff sends a letter to the Motor Carrier Registrant with a notification	
	of the audit and a request to send records to TxDMV.	
	3. The Motor Carrier Registrant has 30 days to respond to TxDMV by sending the	
	required records.	
	4. TxDMV IRP Staff receives the required records from the Motor Carrier Registrant	
	and performs the audit. Details of the audit process are documented in the IRP	
	Audit Procedures Manual and the IRP Audit Training Manual	
	( <a href="http://www.irponline.org/InfoExchange/Audit/">http://www.irponline.org/InfoExchange/Audit/</a> ). The following are examples of	
	items that may be included in the audit:	
	<ul> <li>Verification that the Heavy Use Vehicle Tax was paid upon initial</li> </ul>	
	registration and renewals;	
	Verification that the actual percentage of miles traveled in Texas and	
	other jurisdictions match the Registrant's IRP renewal application.	
	5. Once the audit is complete, the TxDMV Staff sends a letter to the Registrant	
	informing them of the outcome of the audit and the findings and	
	recommendations for improvements. The following are the potential audit	
	outcomes:	
	<ul> <li>Assessment. If the Audit results in changes to fees that require additional payment by the Registrant, the Registrant is billed for the</li> </ul>	
	additional fees that need to be paid. TxDMV IRP Staff updates the	
	system system with a supplement to reflect the fee changes.	
	Refund. If the Audit results in changes to fees that require a refund to	
	the Registrant, the refund is processed (reference <u>Use Case: Process a</u>	
	Refund for an Apportioned Account). TxDMV IRP Staff updates the	
	system to reflect the fee changes.	
	No Change. In this audit outcome, the Registrant's internal controls are	
	found to be good and there are no differences between reported and	
	recorded records. the system is updated with the date of the No Change	
	finding.	
	6. TxDMV IRP Staff produce a report out of the system to send to other	
	jurisdictions on the Motor Carrier Registrant's IRP plan to inform them of the	
	outcome of the audit. The name of this report is the "TEXAS IRP -	
	INTERJURISDICTIONAL AUDIT REPORT".	
	7. The system transmits the fee changes to the IRP Clearinghouse automatically	
	via an FTP interface. In this way, adjustments to fees are recorded by the	
	Clearinghouse so that their netting process reflects these adjustments (reference	
	Use Case: Disburse and Receive Net Apportioned Plate Fees to and From	
	Other Jurisdictions).	
	8. If the audit resulted in an assessment and the Motor Carrier does not respond to	
	the audit assessment notice (or does not pay the assessment), then their	
A1	apportioned account is closed in the system.	
Alternate Flow List:	Alternate Flow 1: Motor Carrier does not respond to the initial TxDMV IRP Staff	
	letter requesting the required records within 30 days.	

Alternate Flow

Alternate Flow 1: Motor Carrier does not respond to the initial TxDMV IRP Staff

Details:	<ul> <li>letter requesting the required records within 30 days. This Alternate Flow deviates from the Basic Flow at step 4:</li> <li>4. If the Motor Carrier does not submit the required records within 30 days of the date on the initial letter, then TxDMV IRP Staff sends the Motor Carrier a second letter in which the Motor Carrier has an additional 15 days to respond with the required records.</li> <li>5. If the Motor Carrier responds to the second letter by sending the required records, the flow continues to Basic Flow step number 4.</li> <li>6. If the Motor Carrier does not respond to the second letter within 15 days, then the motor Carrier is referred to the IRP Director (John Poole) for possible cancelation of their apportioned account. The Motor Carrier Registrant is also subject to a 100% Texas registration fee for failing to respond to the audit requests. Attempts are made to contact the Motor Carrier and if the records are still not obtained, the Motor Carrier's registration is revoked and their apportioned account is cancelled.</li> </ul>
Key Data	Percentage of miles traveled in Texas
Elements:	Number of vehicles     VIN
	the system Account Number
Metrics/Measures:	3% of the active the system accounts from the previous year get audited this year.
Legacy Systems:	TxIRP
Channels:	Mail, Email

# 9.2.36 MCD-1400 Validate Out-of-State Audits

Primary Actor:	MCD-IRP Staff	Secondary Actors:	Non-Texas Jurisdictions
Use Case Name:	Validate Out-of-State Audits		
Context:	verify the findings from oth	ner states. Occasionall are owed by Texas or	records from other jurisdictions to ly, these out-of-state audit findings due to Texas. States are required to
Use Case Goal:	To validate the findings of out-of-state audits on Motor Carrier IRP records.		
Div/Process Area:	MCD – IRP		

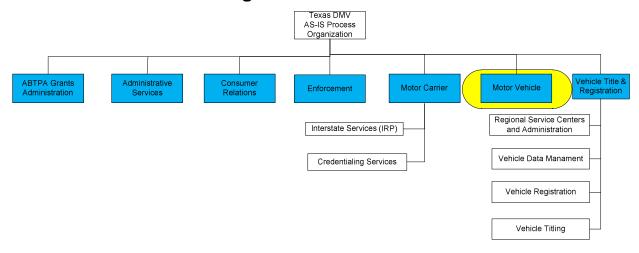
Pre-Conditions:	N/A
Trigger:	Out-of-state Audit Report is received by TxDMV IRP Staff via email or mail.
Post-Conditions:	Any protested review findings of the Out-of-State Audit Report have been sent back to the Non-Texas Jurisdiction.
Basic Flow:	<ol> <li>TxDMV IRP Staff receive Out-of-state Audit Reports via email or mail.</li> <li>TxDMV IRP Staff conduct a review of the Out-of-State Audit Report:         <ul> <li>Audit Report narrative is reviewed;</li> </ul> </li> </ol>

	<ul> <li>Reported mileage by jurisdiction and the audited mileage by jurisdiction</li> </ul>		
	is reviewed;		
	<ul> <li>Refunds due from Texas are reviewed (e.g., why would an out-of-state</li> </ul>		
	audit allow a refund if the carrier was found to be non-compliant?)		
	<ul> <li>If there are any issues or concerns with the out-of-state audit report,</li> </ul>		
	then TxDMV IRP Staff sends a letter to the base jurisdiction that		
	conducted the audit to notify them that a re-examination is warranted		
	and the reasons why.		
	TxDMV IRP Staff conducts a re-examination of the out-of-state audit.		
	4. Once the review is complete, TxDMV IRP Staff notifies the Motor Carrier base		
	jurisdiction of the re-examination findings via a letter.		
	5. All information is recorded in an Out-of-State Audit Spreadsheet and if the Audit		
	Report contains changes to the Motor Carrier fees due to discrepancies in the		
	Motor Carrier reported Texas mileage and audited Texas mileage (i.e., Texas		
	owes money or is owed money) then the fee differences are recorded in an Out-		
	of-State Audit Spreadsheet.		
	6. The paper Out-of-state audit is destroyed.		
Altamasta Flannist	,		
Alternate Flow List:	Alternate Flow 1: An IRP arbitration/mediation process exists for situations where		
	the state conducting the audit does not agree that money is due to Texas.		

Alternate Flow Details:	N/A
Key Data Elements:	<ul> <li>Percentage of miles traveled in Texas</li> <li>Number of vehicles</li> <li>VIN</li> <li>IRP Account Number</li> </ul>
Metrics/Measures:	Approximately 20 out-of-state audits are received a day.
Legacy Systems:	N/A
Channels:	Mail, Email

### 10... Motor Vehicle Division

## 10.1 Overview and Background



### 10.1.1 Purpose and Objective of Program

The Motor Vehicle Division (MVD) facilitates the licensing of motor vehicle dealers, salvage dealers, manufacturers, and a variety of other businesses engaged in the motor vehicle sales and distribution industry. MVD is responsible for the administration of the Occupations Code, Chapters 2301 and 2302 and Transportation Code Chapter 503.

TxDMV is governed by a nine-member board appointed by the Governor, composed of three dealers, two of which must be of different types and one of which is an independent dealer; a tax-assessor collector; a member of a municipal or county law enforcement entity; a manufacturer or distributor representative; a motor carrier industry representative; and, two lay persons. This board sets policy and is the final arbiter of Occupation Code cases brought before the agency.

The Motor Vehicle Division (MVD) receives, reviews and processes new, renewal and amendment applications for licensees.

MVD issues licenses for the following types of licensees:

- Independent, including:
  - Motor Vehicle
  - Motorcycle

- Non-motorized Travel Trailer (towable recreational vehicle)
- Utility Trailer/Semi-Trailer
- o Wholesale Dealer
- Wholesale Motor Vehicle Auction
- Independent Mobility Motor Vehicle
- Franchise Dealers
- Converter
- Manufacturers
- Distributor
- Representative
- In-Transit Drive Away
- Lessor
- Lease Facilitator
- Salvage Dealers

MVD responsibilities consist of making sure all new applicants meet the requirements for a license and that applicants for renewals are maintaining license requirements. The many different types of licenses have different requirements and the licensing personnel assist applicants in understanding the distinctions and completing their applications.

MVD must also determine if any new franchised applicants are within the protest area of an existing dealership and notify all dealers who are eligible to protest a new dealership in this area. Existing dealers of the same line-make may have the right to protest the establishment of a new franchised dealership or relocation of an existing one if the requirements of 43 TAC §215.105 et seq are met. Under the Texas Occupations Code, an existing dealer may protest an application for the establishment of a same line-make dealership or the addition of a line to an established dealership, if the proposed dealership is in the same county or within 15 straightline miles from the existing dealer.

An existing like-line dealer located within the same county or within 15 straight-line miles may protest the relocation of a dealership if the proposed relocation site is farther than two miles from the site from which the dealership is being relocated and the relocation site is closer to the existing dealer than the site from which the dealership is being relocated. Notification of license applications is provided to the existing dealer(s) by the Motor Vehicle Division, together with the rules and information concerning protest procedures. The protest period is 15 days from the mailing of notice of eligibility to protest and cannot be shortened or waived.

If one or more existing dealers protest the licensing of the applying dealer, the protest is ruled upon through a hearing conducted by the State Office of Administrative Hearings (SOAH). MVD is responsible for requesting hearings, following up on determinations, and escalating these cases for Board decision as needed.

Dealer violations, dealer and consumer complaints, and complaints against manufacturers may also result in a SOAH hearing. The MVD Director is also responsible for review and escalation of these complaint cases to the Board as required; the process for these functions is

documented under the use cases for the Enforcement Division: Refer to Enforcement Use Cases:

- Resolve Dealer Complaint
- Facilitate Lemon Law Complaint

#### 10.1.2 Volume and Metrics

- License applications received average 1293 per month
- Renewals processed average 692 per month
- License amendments processed average 226 per month
- Franchise dockets average 42 annually
- Total Number of Licensed Dealers 18,683

#### 10.1.3 Use Case Overview

These Use Cases describe the processes involved in obtaining and maintaining dealer licenses.

Use Case Name	Actor
Apply for License	License Applicant
Notify Dealer of Right to Protest	TxDMV MVD Staff
Renew License	Licensee
Amend License	Licensee
Obtain Refund	Licensee
Send Bond Letter	Bond Company
Close Dealer License	Dealer
Process Licensee Non-Sufficient Fund Check	TxDMV MVD Staff
Stock Licensee Plates/Stickers	TxDMV MVD Staff
Protest a Dealer License Application	Protestant
Pursue Litigation	Litigant

### 10.2 Use Cases

# 10.2.1 MVD-1415 Apply for License

Prir	mary Actor:	License Applicant	Secondary Actors:	TxDMV MVD Staff, Scan Center Staff, DPS, Enforcement Investigator
Use	e Case Name:	Apply for License		
Coi	ntext:	Any person who is engaged in the business of buying, selling or exchanging motor vehicles or otherwise engaging in business as a dealer either directly or indirectly in the state of Texas must apply for an receive a General Distinguishing Number (GDN) license issued by TxDMV.		
		The GDN is the basic license that allows a person to buy, sell or exchange the type of used vehicle for which the GDN is issued. For example, if a dealer wants to sell both used motorcycles and automobiles, the dealer must have both a motorcycle GDN and		

	an automobile GDN. Licenses are issued for a period of two years.  The basic flow of this use case outlines the process for applying for an independent dealer license by submitting an Application for General Distinguishing Number (Independent Dealer), (Form LF001), which includes:  Independent motor vehicle dealer  Independent motorcycle dealer  Travel trailer dealer  Trailer/semi trailer  Wholesale dealer  Independent mobility motor vehicle (IMMV) dealer  In addition to the basic GDN, there are several other types of licenses issued by MVD. The application process is virtually identical for all types of licenses; the variations occur in the additional forms and supporting documentation required.  These license types, descriptions, and required forms are listed in the alternate flow of this use case.
Use Case Goal:	To obtain a license to conduct a motor vehicle business in the state of Texas.
Div/Process Area:	MVD – Licensing

Pre-Conditions:	None			
Trigger:	The Application for General Distinguishing Number (Independent Dealer), Form			
	LF001, is submitted to TxDMV.			
Post-Conditions:	The dealer license has been issued or denied.			
Basic Flow:	The License Applicant goes to the TxDMV website.			
	2. The website provides information about license types, the process of getting a			
	license and the requirements.			
	3. The License Applicant creates an account in the system.			
	4. The system prompts the License Applicant for the application requirements.			
	5. The License Applicant may save the application at any time and log in again to return to the previously saved point in the application process.			
	6. The system accepts electronic supporting documents and attaches them to the			
	application.			
	7. The License Applicant submits the application when complete.			
	8. The system prompts for payment type.			
	9. The License Applicant selects the payment method and submits payment			
	a. If the License Applicant wishes to pay by check, the system will supply a			
	payment coupon for printing and mailing with the payment.			
	10. The system verifies the surety bond.			
	11. The system assigns a "credit score" of complexity, based on business rules, and			
	forwards the application to TxDMV MVD Staff.			
	12. Tx DMV MVD Staff opens the application and verifies any attachments.  13. The system validates:			
	Phone number uniqueness (the phone number cannot be in use by another).			
	dealer).			
	Checks that address meets the requirements for the type of dealership.			
	14. The system flags and displays a list of any missing documents.			
	15. The system creates a letter listing missing documents and generates an MS			
	Word document.			
	16. TxDMV MVD Staff has the option of editing the letter as needed.			
	17. TxDMV MVD Staff selects the preferred delivery method as indicated in the			
	application (mail, fax, or email) and saves the document.			
	i. If mailing was chosen, at the end of the day, the system sends the letter			
	to a 3rd party processor for mailing.			

- 18. The system sets a timer to alert TxDMV MVD Staff if no updated documents have been received within 30 days and resends the letter.
- 19. If the License Applicant does not respond within 30 days:
  - a. TxDMV MVD Staff resets the 30 day timer.
  - b. This process is repeated until the documentation is complete or, alternatively, until 30 days after the third notice, at which time, the TxDMV MVD Staff updates the status of the application in the system as "denied", and the denial process shown in 22c is followed.
- 20. If the License Applicant responds by logging into the application and submitting missing documentation electronically, the system forwards the application to TxDMV MVD Staff.
- 21. If the License Applicant responds submitting mailed documents:
  - a. TxDMV MVD Staff enters the documentation received into the system, and scans the documents.
- 22. The system runs a criminal background check and displays any felony conviction history.
  - a. If the License Applicant has a felony history:
    - ii. TxDMV MVD Staff forwards the application to an Enforcement Investigator.
    - iii. The Enforcement Investigator makes the determination as to whether to approve or reject the application, enters the decision in the system and forwards the application to an Enforcement Attorney. (Refer to Enforcement Use Case: Resolve Dealer Complaint, Alternate Flow 1: Process Felony Fitness.)
  - b. If the License Applicant clears the background check, and all documentation is sufficient:
    - i. If the application was scored as a simple application, TxDMV MVD Staff approves the application, and enters a request for a premise inspection.
      - $\circ$  The system forwards the inspection schedule to Enforcement.
    - ii. If the application was scored as complex, the system returns the reasons for the complex score, and estimated timeframes for a premise inspection to the License Applicant via email.
      - The system forwards the application and a request for a premise inspection to Enforcement.
    - iii. When the application is approved, the system generates a GDN number.
      - If the License Applicant ordered dealer plates with the application, the system forwards the order to the Huntsville warehouse.
    - iv. TxDMV MVD Staff sends the license. If the license is for a representative, ID cards are printed.
    - v. TxDMV MVD Staff mails the license to the License Applicant.
  - c. If the License Applicant has inadequate documentation for approval or was denied due to Enforcement Investigator determination:
    - vi. TxDMV MVD Staff prepares a denial letter explaining the reason(s) for the denial.
    - vii. TxDMV MVD Staff selects the preferred delivery method as indicated in the application (mail, fax, or email) and saves the document in the system.
    - viii. At the end of the day, the system sends the letter to a 3rd party processor for mailing via certified mail.
    - ix. The License Applicant has 20 days to either submit additional documentation or request a hearing. (Refer to use case: ENF Resolve Dealer Complaint, step 49 forward).

Note: At any time during the application process, the Licensee Applicant may withdraw the application by submitting a request in writing; in this case, TxDMV MVD Staff updates the status of the application to "withdrawn". The License Applicant may also request a refund of application fees; refer to Use

	Case: Process Licensee Refund.
	Note: If a Licensee requests a duplicate license within 45 days of issuance,
	they may receive it at no charge. After 45 days, there is a fee.
Alternate Flow List:	Alternate Flow 1 – Franchise Dealer License
	Alternate Flow 2 - Salvage Dealer License
	Alternate Flow 3 - Manufacturer License
	Alternate Flow 4 - Distributor License
	Alternate Flow 6 – Representative License
	Alternate Flow 5 – Converter License
	Alternate Flow 6 - Lease Facilitator License
	Alternate Flow 7 - Lessor License
	Alternate Flow 8 - In-Transit License
	Alternate Flow 9 – Apply for License via Mail
	Alternate Flow 10: At any point during the interaction with the online self-service
	functionality, the Actor may initiate a request for web customer service. Refer to use
	case: CRD-1092 Obtain Web Customer Support.

# Alternate Flow Details:

#### Alternate Flow 1 - Franchise Dealer License

In addition to a GDN, if a dealer wishes to buy, sell or exchange new motor vehicles, he or she must obtain a franchised dealer license for each separate location. A franchised dealer requires a GDN for each showroom. The dealer an submits Application for New License, (Form LF101)

#### Alternate Flow 2 - Salvage Dealer License

Salvage Dealer applications are not entered into LACE, but are kept in a separate MS Access database. Salvage License Applicants have only 10 days from denial of the application to request a hearing. A salvage License Applicant submits a Salvage Vehicle Dealer License Application, (Form MVD-438-A).

#### Alternate Flow 3 - Manufacturer License

A manufacturer's license allows manufacture or assembly of new motor vehicles for sale within Texas by franchise dealers, regardless of the location of the factory. Manufacturers may not sell directly to the retail public. Manufacturers submit an Application for New License, (Form LF201).

#### Alternate Flow 4 - Distributor License

A distributor license allows a person to distribute or sell new motor vehicles to franchised dealers in Texas. Distributors submit an Application for New License, (Form LF201).

#### Alternate Flow 6 - Representative License

This license allows an individual to act as an agent, employee or representative of a manufacturer, distributor or converter and promote the product for sale through a licensed franchise dealer. Representatives submit an Application for New License, (Form LF401).

#### Alternate Flow 5 - Converter License

This license is required of persons who assemble, install or affix a body, cab or special equipment to a chassis prior to the retail sale of a vehicle, or substantially add, subtract from, or modify a previously assembled or manufactured motor vehicle. A converter may be a manufacturer or a dealer, but not both. Converters submit an Application for New License, (Form LF301).

### Alternate Flow 6 - Lease Facilitator License

A lease facilitator does not sell or directly lease a vehicle, but brokers contracts between lessors and lessees. Lease facilitators submit an Application for License, (Form LF502).

### <u>Alternate Flow 7 - Lessor License</u>

This license is required of persons who, under the terms of a lease agreement in excess of 180 days, leases another person possession and use of a motor vehicle that is titled in the name of the lessor. The lessor submits an Application for License (Form LF501).

#### Alternate Flow 8 - In-Transit License

An in-transit license allows the transport of a motor vehicle through the sate of Texas, whether as a single vehicle being driven of a load of vehicles being hauled. The in-transit applicant submits an Application for License, (Form LF801). In addition to a license, MVD Staff also issue a plate with this application that can be used for two years. Less than 10 of these applications are received each year.

#### Alternate Flow 9 - Apply for License via Mail

- 1. The License Applicant submits the license application.
- 2. The system prompts the TxDMV MVD Staff for the application requirements.
- 3. The system prompts for payment type.
- 4. The system accepts electronic supporting documents and attaches them to the application.
- 5. TxDMV MVD Staff submits the application when complete.
- 6. The system verifies the surety bond.
- 7. The system assigns a "credit score" of complexity, based on business rules.
- 8. The system validates:
  - Phone number uniqueness (the phone number cannot be in use by another dealer).
  - Checks that address meets the requirements for the type of dealership.
- 9. The system flags and displays a list of any missing documents.
- 10. The system creates a letter listing missing documents.
- 11. TxDMV MVD Staff has the option of editing the letter as needed.
- 12. TxDMV MVD Staff selects the preferred delivery method as indicated in the application (mail, fax, or email) and saves the document.
  - iv. At the end of the day, the system sends the letter to a 3rd party processor for mailing.
- 13. The system sets a timer to alert TxDMV MVD Staff if no updated documents have been received within 30 days and resends the letter.
- 14. If the License Applicant does not respond within 30 days:
  - c. TxDMV MVD Staff resets the 30 day timer.
  - d. This process is repeated until the documentation is complete or, alternatively, until 30 days after the third notice, at which time, the TxDMV MVD Staff updates the status of the application in the system as "closed".
- 15. If the License Applicant responds by logging into the application and submitting missing documentation electronically, the system forwards the application to TxDMV MVD Staff.
- 16. If the License Applicant responds submitting mailed documents:
  - b. TxDMV MVD Staff enters the documentation received into the system, and scans the documents.
- 17. The system runs a criminal background check and displays any felony conviction history.
  - d. If the License Applicant has a felony history:
    - v. TxDMV MVD Staff forwards the application to an Enforcement Investigator.
    - vi. The Enforcement Investigator makes the determination as to whether to approve or reject the application, enters the decision in the system and forwards the application to an Enforcement Attorney. (Refer to Enforcement Use Case: Resolve Dealer Complaint, Alternate Flow 1: Process Felony Fitness.)
  - e. If the License Applicant clears the background check, and all documentation is sufficient:
    - x. If the application was scored as a simple application, TxDMV MVD Staff approves the application, and enters a request for a premise inspection.
      - o The system forwards the inspection schedule to Enforcement.
    - xi. If the application was scored as complex, the system returns the reasons for the complex score, and estimated timeframes for a premise inspection

	to the License Applicant via email.		
	<ul> <li>The system forwards the application and a request for a premise</li> </ul>		
	inspection to Enforcement.		
	xii. When the application is approved, the system generates a GDN number.		
	o If the License Applicant ordered dealer plates with the		
	application, the system forwards the order to the Huntsville		
	warehouse.		
	xiii. TxDMV MVD Staff sends the license. If the license is for a		
	representative, ID cards are printed. xiv. TxDMV MVD Staff mails the license to the License Applicant.		
	f. If the License Applicant has inadequate documentation for approval or was		
	denied due to Enforcement Investigator determination:		
	xv. TxDMV MVD Staff prepares a denial letter explaining the reason(s) for		
	the denial.		
	xvi. TxDMV MVD Staff selects the preferred delivery method as		
	indicated in the application (mail, fax, or email) and saves the document		
	in the system.		
	xvii. At the end of the day, the system sends the letter to a 3rd party		
	processor for mailing via certified mail.		
	xviii. The License Applicant has 20 days to either submit additional		
	documentation or request a hearing. (Refer to sue case: ENF Resolve		
	Dealer Complaint, step 49 forward).		
	Note: At any time during the application process, the Licensee Applicant may		
	withdraw the application by submitting a request in writing; in this case,		
	TxDMV MVD Staff updates the status of the application to "close". The		
	License Applicant may also request a refund of application fees; refer to Use		
	Case: Process Licensee Refund.  Note: If a Licensee requests a duplicate license within 45 days of issuance, they may		
	Note: If a Licensee requests a duplicate license within 45 days of issuance, they may		
I/ D /	receive it at no charge. After 45 days, there is a fee.		
Key Data	Business Name  BRA/A  AND  BRA/A  BRA/A		
Elements:	DBA/Assumed Name  Placial Address		
	Physical Address  Mailing Address		
	Mailing Address  Planta Address  Table 1 and 1 an		
	Physical Address Telephone		
	• Fax		
	Email Address  To JD (51)		
	• Tax ID/EIN		
	Category of GDN     Ligano Application Contact Boron Name		
	License Application Contact Person Name     License Application Contact Person Phone		
	License Application Contact Person Phone     License Application Contact Person Email Address		
	<ul> <li>License Application Contact Person Email Address</li> <li>Payment Type (Check/Money Order/Credit Card)</li> </ul>		
	Payment Type (Check/Money Order/Credit Card)     Physical Facility Information		
Metrics/Measures:	Average 1293 new applications per month		
Systems:	LACE		
	Mail		
Channels:	Iviali		

# 10.2.2 MVD-1420 Notify Dealer of Right to Protest

Primary Actor:	TxDMV MVD Staff, in	Secondary Actors:	Dealer, Dealer Applicant
	multiple roles:		
	License Specialist		
	Lead		
	Division Director		

	Administrative Assistant			
Use Case Name:	Notify Dealer of Right to Protest			
Context:	Existing dealers of the same line-make may have the right to protest the establishment of a new franchised dealership or relocation of an existing one if the requirements of 43 TAC §215.105 et seq are met. Under the Texas Occupations Code, an existing dealer may protest an application for the establishment of a same line-make dealership or the addition of a line to an established dealership, if the proposed dealership is in the same county or within 15 straight-line miles from the existing dealer.			
	An existing like-line dealer located within the same county or within 15 straight-line miles may protest the relocation of a dealership if the proposed relocation site is farther than two miles from the site from which the dealership is being relocated and the relocation site is closer to the existing dealer than the site from which the dealership is being relocated. Notification of these applications is provided to the existing dealer(s) by the Motor Vehicle Division, together with the rules and information concerning protest procedures. The protest period is 15 days from the mailing of notice of eligibility to protest and cannot be shortened or waived.			
	When a license application is substantially complete, TxDMV MVD Staff identify any existing dealers that meet the criteria for protest, notify them of their right to protest and inform them of protest procedures.			
	Refer to Use Case: Protest Dealer License Application.			
Use Case Goal:	To comply with statute and give eligible existing dealers the opportunity to seek a hearing to protest the location of a competing business.			
Div/Process Area:	MVD – Licensing			

Pre-Conditions:	The legal right of the dealer applicant to the proposed location has been established.		
	There are existing dealers that meet the criteria and are eligible to protest the license application.		
Trigger:	The dealer license application is substantially complete.		
Post-Conditions:	The protest period has ended.		
Basic Flow:	The License Specialist logs into the system to enter the proposed dealership location.		
	<ol><li>The system returns a list of dealerships that meet the criteria and are eligible to protest, and maps that show the location of each relative to the location of the proposed dealership.</li></ol>		
	3. The License Specialist emails a copy of the map to the Dealer Applicant, and asks them to verify the location.		
	When the verifications are returned, the License Specialist forwards the documentation to the Lead.		
	5. The Lead verifies the documentation is accurate and complete.		
	6. The Lead forwards the documentation to the Administrative Assistant.		
	7. The Administrative Assistant prepares a letter to each eligible dealer.		
	8. The Administrative Assistant forwards the letters to the Division Director for review.		
	9. When the letters are approved, the Administrative Assistant prints the letters and mails them via certified mail.		
	Note: These letters cannot be sent to the 3 <sup>rd</sup> party vendor for printing, as the		
	letters certified and must be postmarked the same day as the date of the letter.		
	10. The system sets a timer for the 15 day protest period.  11. The license application file notes are updated in the system.		
	Note: If an eligible dealer lodges a protest, refer to <u>Use Case: Protest Dealer</u>		
	License Application.		

Alternate Flow List:	N/A
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Alternate Flow Details:	N/A		
Key Data Elements:	Dealer Name/Contact Information     Dealer License Number		
	<ul><li>Date</li><li>Date Received</li></ul>		
Metrics/Measures:	Average 93 per year		
Legacy Systems:	LACE		
Channels:	• Fax		
	• Mail		
	• Email		
	Certified Mail		

### 10.2.3 MVD-1425 Renew License

Primary Actor:	Licensee	Secondary Actors:	TxDMV MVD Staff
Use Case Name:	Renew License		
Context:	Licenses renew every two years; TxDMV automatically generates and mails a renewal notice ninety days in advance of the license expiration date. The Licensee may opt to receive renewal notices via email.  The Licensee may log into their TxDMV account and renew the license, or complete the paper renewal notice and mail it along with payment.  The renewal process is the same for all license types; the main variation is in whether the licensee is required to have a surety bond.		
Llos Coss Cosli	A surety bond is required for all GDM dealers except for travel trailers and trailers/semi-trailers. Franchise dealers are not required to maintain a surety bond.		
Use Case Goal:	To renew an existing license.		
Div/Process Area:	MVD – Licensing		

Pre-Conditions:	The Licensee has a current Texas license.		
Trigger:	The Licensee receives a license renewal notice from TxDMV.		
Post-Conditions:	The license has been renewed for a two year period.		
Basic Flow:	The Licensee logs into their TxDMV account.		
	2. The system pre-populates the renewal screen with data from the last renewal or initial license.		
	3. The system prompts the Licensee to verify the renewal information, and to enter any changes as needed.		
	<ul> <li>a. If any changes require an amendment, the system prompts the Licensee to open the amendment form screen and complete the amendment.</li> <li>b. The Licensee completes the amendment and submits.</li> </ul>		
	4. The Licensee submits the renewal.		
	5. The system verifies the surety bond.		
	a. If the bond cannot be verified, the system stops the renewal, and prompts the Licensee for valid bond information.		
	<ul> <li>The Licensee may save the renewal return to the point previously saved upon login.</li> </ul>		
	6. The system prompts the Licensee with the fee and to select the form of payment.		

	7. The Licensee enters the payment data and submits.  a. If the Licensee ordered plates with the renewal, the system forwards the plate order to the Huntsville warehouse.  b. The Huntsville warehouse ships the plates to the Licensee.  8. The system forwards the license to print and mail to the Licensee.	
Alternate Flow List:		

#### Alternate Flow Alternate Flow 1 - Renew License by Mail 1. The Licensee mails the completed renewal form and payment; refer to use Details: case: ADMIN-1077 Process Incoming Documents and Initiate Workflow. a. The process continues with step 3. 2. The system forwards the renewal to the unassigned work queue for processing. 3. Each staff member reviews the work queue daily to assign the work Item to themselves to be worked. Note: The staff assigns items based on area of specialty or priority of the day. 4. The system forwards the work item to the TxDMV MVD Staff inbox. 5. Tx DMV MVD Staff opens the renewal in the system and reviews it to determine if there are any changes that require an amendment to the license. a. If there are any changes that require an amendment, TxDMV MVD Staff generates a letter to the Licensee in the system and starts the timer for a response. i. If the Licensee responds by sending an amendment, refer to Use Case: MVD-1430 Amend License. ii. If the Licensee does not respond, TxDMV MVD Staff sends a deficiency notice at 30 days. After 90 days of no response, TxDMV MVD Staff sends a letter denying the application for failure to respond. The applicant may request a hearing. (Refer to use case: Resolve Dealer Complaint, step 49 forward.) b. If no amendments are required, TxDMV MVD Staff updates the license record in the system. 6. The system flags and displays a list of any missing documents. 7. TxDMV MVD Staff updates the work item with any detailed information needed. 8. The system creates a letter/email listing missing documents. 9. TxDMV MVD Staff has the option of editing the letter as needed. 10. TxDMV MVD Staff selects the preferred delivery method as indicated in the application (mail, fax, or email) and saves the document in the system. a. At the end of the day, the system sends the letter to a 3rd party processor for mailing. 11. The system sets a timer to alert TxDMV MVD Staff if no updated documents have been received within 30 days and resends the letter. 12. If the Licensee does not respond within 30 days: a. TxDMV MVD Staff resets the 30 day timer in the system. b. This process is repeated until the documentation is complete or, alternatively, until 30 days after the third notice, at which time, the TxDMV MVD Staff updates the status of the application in the system as "denied". c. TxDMV MVD Staff reviews and updates the bond, enters the cash receipt number and deletes or adds plates as required i. If the Licensee ordered plates with the renewal, the system forwards the order to the Huntsville warehouse. 13. TxDMV MVD Staff prints the license, packing list and mails it to the Licensee. Licensee Name/Contact Information Key Data Elements: Date Received

	Renewal Date	
	Licensee License Number	
Metrics/Measures:	Average 692 renewals per month	
Legacy Systems:	• LACE	
• , ,	Salvage Database (MS Access)	
Channels:	Mail	

# 10.2.4 MVD-1430 Amend License

Primary Actor:	Licensee	Secondary Actors:	TxDMV MVD Staff	
Use Case Name:	Amend License			
Context:	A Licensee needs to amend an existing license if the following conditions change:  Ownership changes Conversion from one entity to another Business name Changing "DBA" ("doing business as") Adding or deleting a line New location in the same city (a new location in a different city requires a new license; refer to Use Case: Apply for License. Change from retail to wholesale Giving up a franchise license and becoming a GDN (requires a surety bond)  If any of these changes occur, the Licensee is required to notify TxDMV within 10 working days, by submitting an Amendment Application Form.  The form numbers differ for different types of licenses, but the process is virtually identical.			
Use Case Goal:	Forms used by type of license:  • For independent dealers, Amendment Application (Form LF021)  • For franchise dealers, Amendment Application (Form LF121)  • For converters, Amendment Application (Form LF321)  • For lease facilitators, Amendment Application (Form LF522)  • For lessors, Amendment Application (Form LF521)  • For manufacturers-distributors, Amendment Application (Form LF221)  • For representatives, Amendment Application (Form LF422)  • For in-transit licenses, they may send a letter to amend the license.  To amend an existing license and continue to operate in compliance with state			
	requirements.			
Div/Process Area:	MVD – Licensing			

Pre-Conditions:	The Licensee has an existing Texas motor vehicle business license.		
Trigger:	The Licensee submits an Amendment Application form to MVD.		
Post-Conditions:	Dealers eligible to protest an application or amendment have been notified of their right to protest and informed of protest procedures.  The second of		
	The record is updated in the system.		
Basic Flow:	The Licensee logs into their TxDMV account.		
	2. If the application is mailed, refer to use case: ADMIN-1077 Process Incoming		
	Documents and Initiate Workflow.		
	The process continues with step 3.		
	. The system pre-populates the amendment screen with current data from the		
	license record.		

	4. The system prompts the Licensee to enter any changes as needed.
	5. The Licensee saves the completed amendment form and enters the payment.
	6. The system forwards the amendment to the unassigned work queue for
	processing.
	7. Each staff member reviews the work queue daily to assign the work Item to
	themselves to be worked.
	Note: The staff assigns items based on area of specialty or priority of the day.
	8. If changes are being made to the ownership and management of a license, the
	system runs a Department of Public Safety (DPS) criminal background check
	and attaches any history to the work item.
	Note: Depending on business rules established, some information can be
	automatically updated (mailing address, e-mail address, deleting lines, deleting
	supplemental locations, etc.), while others will require human review before
	updating.
	<ol><li>The system forwards the work item to the TxDMV MVD Staff inbox.</li></ol>
	10. TxDMV MVD Staff calls up the work item in the system to review for felony
	conviction(s).
	a. If the Licensee has a felony history:
	<ol> <li>TxDMV MVD Staff forwards the work item to an Enforcement Investigator</li> </ol>
	in the system.
	ii. The Enforcement Investigator makes the determination as to whether to
	approve or reject the application, enters the decision in the system and
	forwards the work item via the system to an Enforcement Attorney. (Refer
	to Enforcement Use Case: Resolve Dealer Complaint, Alternate Flow 1:
	Process Felony Fitness.)
	Note: The amendment will not be issued if the Licensee has outstanding
	civil penalties or final orders.
	·
	11. If the Licensee clears the background check, and all documentation is sufficient,
Altamate Flancki	TxDMV MVD Staff prints the license and mails it to the Licensee.
Alternate Flow List:	Alternate Flow 1: At any point during the interaction with the online self-service
	functionality, the Actor may initiate a request for web customer service. Refer to use
	case: CRD-1092 Obtain Web Customer Support.
	Alternate Flow 2: The Licensee mails or emails the amendment.
	THE PROPERTY OF THE PROPERTY O

Alternate Flow	Alternate Flow 2: The Licensee mails or emails the amendment.
Details:	The process is the same; TxDMV MVD Staff completes the steps rather than the
	Licensee.
Key Data	Licensee Name/Contact Information
Elements:	Licensee License Number
	Date
	Date Received
Metrics/Measures:	Average 226 amendments per month
Legacy Systems:	LACE
Channels:	Mail

# 10.2.5 MVD-1435 Obtain Refund

Primary Actor:	License Applicant or	Secondary Actors:	TxDMV MVD Staff, in multiple roles:
_	Licensee		TxDMV Staff
			Supervisor
			Accounting Processor

			Finance
Use Case Name:	Obtain Refund		
Context:	<ul> <li>A Licensee has sent a allowed to have.</li> <li>A Licensee has overp</li> <li>License fees have been as a contract to the contract to</li></ul>	as withdrawn a license a remittance with an ord	application.  Ier for more plates than they are  nse was added to coordinate
Use Case Goal:	To obtain a refund of fees	paid to TxDMV.	
Div/Process Area:	MVD – Licensing		

Pre-Conditions:	The Licensee has submitted payment and a record of the cash receipt is in the system.		
Trigger:	The Licensee sends a written request for a refund to MVD, or MVD Staff has identified an overpayment.		
Post-Conditions:	The refund has been issued or denied.		
Basic Flow:			
Alternate Flow List:	Alternate Flow 1: At any point during the interaction with the online self-service functionality, the Actor may initiate a request for web customer service. Refer to use case: CRD-1092 Obtain Web Customer Support.		

Alternate Flow	N/A
Details:	
Key Data	Payee Name/Contact Information
Elements:	Payee License Number
	Date
	Reason for Refund
	Cash Receipt Number
Metrics/Measures:	Not available at this time
Legacy Systems:	LACE
Channels:	Online
	Mail
	Email
	• Fax

### 10.2.6 MVD-1440 Send Bond Letter

Primary Actor:	Bond Company	Secondary Actors:	TxDMV MVD Staff, Dealer
Use Case Name:	Send Bond Letter		
Context:	\$25,000. The bond must b	be effective for the same the event a claim is ma	lers must maintain a surety bond for e term as the license. The bond must de and the bond is reduced to below and back up to \$25,000.
		it due to a claim, if the	il when a Dealer's bond has fallen bond has expired, or if the Bond
Use Case Goal:	To notify TxDMV of a deal requirements and resolve		out of compliance with TxDMV
Div/Process Area:	MVD – Licensing		

Pre-Conditions:	The dealer is licensed in the state of Texas and has obtained a surety bond.		
Trigger:	The Bond Company sends a letter to TxDMV MVD.		
Post-Conditions:	The bond is current and maintained at the required amount or the license is closed.		
Basic Flow:	•		
Alternate Flow List:	N/A		

Alternate Flow	N/A
Details:	
Key Data	Dealer Name/Contact Information
Elements:	Bond Expiration Date
	Date Received
Metrics/Measures:	Not available at this time.
Legacy Systems:	LACE
Channels:	Online
	Mail
	Email

# 10.2.7 MVD-1445 Close License

Primary Actor:	Licensee	Secondary Actors:	TxDMV MVD Staff, TxDMV
•			Enforcement Attorney
Use Case Name:	Close License		
Context:	A Licensee may close a license for a number of reasons; they have gone out of		
	business, they are relocating to another city and will be applying for a new license, or they have been forced to close through a final order issued through the hearing process. (Refer to use case ENF-1175 Process Complaint).  Notification may be provided through a signed letter, amendment, or a Final Order.		

Use Case Goal:	To update TxDMV records to reflect the closing of the license.
Div/Process Area:	MVD – Licensing

Pre-Conditions:	The Licensee has a current Texas motor vehicle business license.			
Trigger:	The Licensee or Enforcement Attorney notifies MVD that the license needs to be			
	closed.			
Post-Conditions:	The system reflects that the license is closed and invalidates any plate numbers			
	associated with the license number.			
Basic Flow:	The Licensee or Enforcement Attorney notifies TxDMV MVD Staff that the			
	license needs to be closed.			
	TxDMV MVD Staff validates that all signatures required are present.			
	TxDMV MVD Staff logs onto the system.			
	4. TxDMV MVD Staff validates that all signatures required are present.			
	5. TxDMV MVD Staff forwards the work item to a supervisor via the system.			
	6. The supervisor selects the reason for closing from the list and enters the date.			
	7. The system updates the license to "close".			
Alternate Flow List:	Alternate Flow 1: The Licensee Closes the License			
	Alternate Flow 2: At any point during the interaction with the online self-service			
	functionality, the Actor may initiate a request for web customer service. Refer to use			
	case: CRD-1092 Obtain Web Customer Support.			

Alternate Flow	Alternate Flow 1: The Licensee Closes the License	
Details:	The Licensee logs into their TxDMV account.	
	2. The Licensee selects the reason for closure.	
	3. The Licensee attaches documentation with signatures.	
	4. The system forwards the closure to TxDMV MVD Staff.	
	5. TxDMV MVD Staff validates that all signatures required are present.	
	6. TxDMV MVD Staff forwards the work item to a supervisor via the system.	
	7. The supervisor selects the reason for closing from the list and enters the date.	
	8. The system updates the license to "close".	
Key Data	License Number	
Elements:	Date Received	
	Closure Reason	
Metrics/Measures:	Not available at this time	
Legacy Systems:	LACE	
Channels:	Online	
	Mail	
	Email	

### 10.2.8 MVD-1450 Process Non-Sufficient Fund Check

Primary Actor:	TxDMV MVD Staff	Secondary Actors:	Comptroller, Licensee
Use Case Name:	Process Non-Sufficient Fu	ınd Check	
Context:			ne Comptroller notifies TxDMV. MVD wheck, and attempts to collect the
Use Case Goal:	To collect funds due to the	e state of Texas.	
Div/Process Area:	MVD – Licensing	_	

Pre-Conditions:	The check has been returned to the Comptroller by the issuing bank.
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Trigger:	The Comptroller sends an email notifying MVD Staff of the returned check.
Post-Conditions:	The funds have been collected.
Basic Flow:	<ol> <li>The Comptroller sends an email notifying MVD Staff of an NSF check, providing the contact information of the Licensee and the cash receipt number for the transaction.</li> <li>TxDMV MVD Staff logs into the system, updates the cash receipt and freezes the funds.</li> <li>TxDMV MVD Staff creates a letter to the Licensee, notifying them they have 10 days to pay the amount of the check and the NSF fee.         <ol> <li>If the NSF has been written for an application that has been approved, TxDMV MVD Staff cancels the license in the system and prepares a letter notifying the Licensee that the license has been closed.</li> </ol> </li> <li>When the check and fee have been paid, TxDMV MVD Staff updates the record in the system.</li> </ol>
Alternate Flow List:	N/A

Alternate Flow	N/A
Details:	
Issues/Problems/	Efficiencies can be gained with an online self-service capability for the
Improvements:	Comptroller to notify TxDMV of a returned check in a way that eliminates the
	data entry required by TxDMV MVD Staff. The freezing of the funds and
	generation of the letter could be automated with this process.
Key Data	Date Received
Tioy Data	Date Received
Elements:	License Number or Application Number
Elements:	License Number or Application Number
Elements: Metrics/Measures:	License Number or Application Number     Not available at this time.

# 10.2.9 MVD-1460 Protest a Dealer License Application

Primary Actor:	Protestant	Secondary Actors:	TxDMV MVD Staff, SOAH, Dealer Applicant, TxDMV MVD Staff
Use Case Name:	Protest a Dealer License	L Application	Attorney, TxDMV General Counsel
Context	Existing dealers of the sar establishment of a new fra requirements of 43 TAC § Code, an existing dealer r line-make dealership or th proposed dealership is in existing dealer.  An existing like-line deale miles may protest the relofarther than one mile from the relocation site is close dealership is being relocate existing dealer(s) by the N information concerning promailing of notice of eligibility.	me line-make may have anchised dealership or 215.105 et seq are me nay protest an applicate addition of a line to a the same county or with a located within the same cation of a dealership in the site from which the art to the existing dealer ted. Notification of these Motor Vehicle Division, to test procedures. The pity to protest and cannot a successive to the existing dealer ted.	relocation of an existing one if the at. Under the Texas Occupations ion for the establishment of a same an established dealership, if the hin 15 straight-line miles from the ne county or within 15 straight-line of the proposed relocation site is a dealership is being relocated and than the site from which the se applications is provided to the together with the rules and protest period is 15 days from the ot be shortened or waived.
	It one or more existing dea	alers protest the licensi	ing of the applying dealer, the protest

	is ruled upon through a hearing conducted by the State Office of Administrative Hearings (SOAH). MVD is responsible for requesting hearings, following up on determinations, and escalating these cases for Board decision as needed.
Use Case Goal:	To prevent a dealership from opening, relocating or amending an existing license.
Div/Process Area:	MVD – Hearings

D 0 11/1			
Pre-Conditions:	An existing dealer has received notice of the proposed license of another dealership.		
Trigger:	A protest is filed with MVD.		
Post-Conditions: Basic Flow:	The protest is granted or denied.  1. The system emails the notice of right to protest to dealers the meet the criteria and are eligible to protest.  2. The Protestant logs into the system using their login credentials and completes the protest form.  3. The system prompts for payment.  4. The Protestant selects payment type and saves.  5. The system forwards the protest to TxDMV MVD Staff.  a. If the Protestant mails of faxes the protest letter, Tx DMV MVD Staff scans the letter into the system and sets up the case in the system.  b. If the Protestant faxes or emails the letter, MVD staff files the letter to wait for the arrival of payment; the Protestant has until 5 p.m. on the date 5 days following the filing of the protest to submit the filing fee.  6. TxDMV MVD Staff opens the case in the system.  7. TxDMV MVD Staff opens the case in the system.  8. The system auto-faxes the request to SOAH.  9. SOAH emails a Confirmation of SOAH Request to Docket Case form to confirm the hearing, including the:  • Name  • Docket Number  • Hearing Date  • Hearing Time  10. TxDMV MVD Staff prepares a Notice of Hearing in the system and routes it to the MVD Division Director for signature.  11. The MVD Division Director signs the notice electronically and sends it to TxDMV MVD Staff.  12. TXDMV Staff sends the notice to the Dealer Applicant and Protestant through the system.  13. The system updates the status of the case.  14. If either party files for continuance, SOAH sends a Notice of Continuance to MVD.  Note: SOAH does not always notify MVD of a continuance, and TxDMV MVD Staff may need to contact SOAH to determine the status of the case.  15. SOAH conducts the hearing, issues a Proposal for Decision (PFD), and mails a copy of the PDF to MVD.  16. TxDMV MVD Staff logs the PFD in an Excel spreadsheet, and enters:  • SOAH Docket Number  • Case Name  • PFD Service Date  • Exceptions Due Date  • Exceptions Filed Date  • Replies Due Date  • Replies Due Date  17. TxDMV MVD Staff prepares the PFD for scanning and sends it to t		
	19. The Protestant and Dealer Applicant have 20 days to file an exception to the		

#### PFD.

Note: The Protestant and Dealer Applicant should notify MVD if they file an exception; however, TxDMV MVD Staff often calls SOAH to determine the status.

- 20. If either party files an exception, TxDMV MVD Staff updates the Excel spreadsheet; the other party has 15 days to file a reply to the exception.
- 21. TxDMV MVD Staff routes the PFDs, exceptions and replies to the Staff Attorney.
- 22. The Staff Attorney:
  - a. Reviews the PFDs, exceptions and replies.
  - b. Writes an Executive Summary and Proposed Final Order.
  - c. Routes the Executive Summary and Proposed Final Order to the MVD Division Director for approval.
- 23. The MVD Division Director approves the Executive Summary and Proposed Final Order and delivers them to the TxDMV MVD Staff.
- 24. TxDMV MVD Staff scans the documents into the system.
- 25. 2 weeks prior to the Board meeting, TxDMV MVD Staff emails the Executive Summary and Proposed Final Order to the General Counsel
- 26. The General Counsel reviews the Executive Summary and the Proposed Final Order.
- 27. The Executive Summary and Proposed Final Orders are added to the board meeting packets.

Note: Participants are given time in the board meeting agenda to present oral argument. The board makes the final decision and may revise the Proposed Final Order, adopt if as proposed, or remand the case to SOAH.

- 28. The Board Chair signs the Final Order.
- 29. The Division Director signs the Final Order.
- 30. TxDMV MVD Staff creates a cover letter.
- 31. TxDMV MVD Staff scans the Final Order and cover letter into the system.
  - a. The parties have 20 days to file a motion for rehearing (presume 3 days for receipt); if the parties have not waived the 20 period to file such motion, TxDMV MVD Staff flags the the system case file for 30 day follow up. (See Alternate Flow 1.)
- 32. TxDMV MVD Staff mails a copy of the cover letter and Final Order to all parties and to SOAH.
- 33. TxDMV MVD Staff updates the status of the case in the system to close.

#### Alternate Flow List:

Alternate Flow 1 - Consider Motion for Rehearing

Alternate Flow 2: At any point during the interaction with the online self-service functionality, the Actor may initiate a request for web customer service. Refer to <u>use</u> case: CRD-1092 Obtain Web Customer Support.

# Alternate Flow Details:

#### Alternate Flow 1 – Consider Motion for Rehearing

Parties have 20 days from the date they receive the Final Order (presume 3 days for receipt) to file a Motion for Rehearing with MVD. Parties have 30 days from the date they receive the Final Order (presume 3 days for receipt) to respond to the motion, and the board has 45 days from the date the Party received the Final Order (presume 3 days for receipt) to make a decision.

- Either the Protestant or Dealer Applicant delivers a Motion for Rehearing to MVD.
- 2. TxDMV MVD Staff prepares an order to extend the 45 day period for the Board to respond in an MS Word template and forwards to the MVD Division Director to sign.
  - Note: One additional 45 day extension is allowed after the initial extension.
- 3. TxDMV Staff copies the Protestant and Dealer Applicant on the extension.
- 4. TxDMV MVD Staff prepares a letter to the board members which informs them of the motion, and requests a vote.

	<ol> <li>The MVD Division Director signs the letter.</li> <li>TxDMV MVD Staff copies the Protestant and the Dealer Applicant on the letter.</li> <li>TxDMV MVD Staff send each board member a letter and a ballot.</li> <li>When the board members return the ballots, TxDMV MVD Staff tallies the votes on paper and prepares a Final Order in an MS Word template based on the vote tally.</li> <li>TxDMV MVD Staff emails the order to the board chairman for signature.</li> <li>The board can resolve the rehearing one of three ways: by denying it, granting it, or "overrule by operation of law" (this means the Board hasn't taken action to grant or deny the Motion for Rehearing within the prescribed time period, and is very rare).</li> <li>If denied or overruled by operation of law, the Flow continues with the Basic Flow, Step 22</li> <li>If granted, the Final Order is either remanded to SOAH or revised:         <ul> <li>i. If revised, the Flow continues with the Basic Flow, Step 16.c.</li> <li>ii. If remanded, the Flow continues with the Basic Flow, Step 4.</li> </ul> </li> <li>If overruled by operation, the Flow continues with the Basic Flow, Step 2</li> </ol>
Key Data Elements:	<ul> <li>Dealer Applicant Contact Information</li> <li>Protestant Contact Information</li> <li>Date</li> <li>Docket Number</li> <li>Hearing Date</li> <li>Hearing Time</li> <li>Work Item Number</li> <li>SOAH Docket Number</li> <li>MVD Docket Number</li> <li>Case Name</li> <li>PFD Issue Date</li> <li>PFD Service Date</li> <li>Exceptions Due Date</li> <li>Exceptions Filed Date</li> <li>Replies Due Date</li> <li>Replies Filed Date</li> <li>PFD Revision Due Date</li> <li>Motion for Rehearing Due Date</li> <li>Meply to Motion for Rehearing Due Date</li> <li>Reply to Motion for Rehearing Filed Date</li> <li>Reply to Motion for Rehearing Filed Date</li> <li>Meply to Motion for Rehearing Filed Date</li> <li>Motion for Rehearing Ruling Due Date</li> <li>Motion for Rehearing Ruling Due Date</li> </ul>
Metrics/Measures:	Motion for Renearing Ruling Due Date     Average 42 annually
Legacy Systems:	LACE
Channels:	Mail     Fax     Email     Walk-In

# 10.2.10 MVD-1465 Pursue Litigation

Primary Actor:	Litigant	Secondary Actors:	TxDMV MVD Staff, TxDMV General Counsel, Attorney General's Office
Use Case Name:	Pursue Litigation		
Context:	Individuals or businesses that have been involved in the TxDMV MVD hearing		
	process may file suit after decisions have been issued.		

Use Case Goal:	To obtain redress.
Div/Process Area:	MVD – Hearings

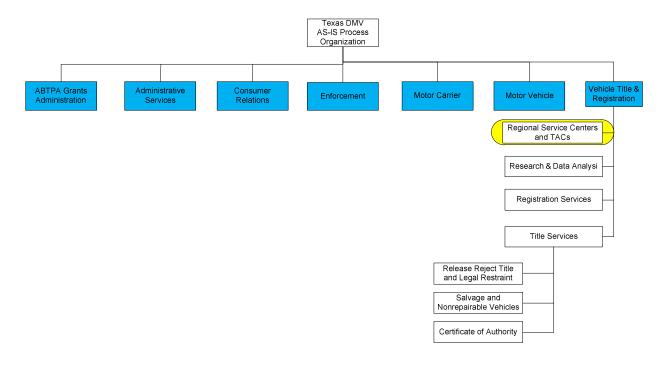
Pre-Conditions:	N/A
Trigger:	MVD is served with a lawsuit.
Post-Conditions:	The lawsuit is resolved.
Basic Flow:	<ol> <li>MVD is served a petition informing of the pending suit.</li> <li>TxDMV MVD Staff makes two copies of the petition and routes one to the General Counsel.</li> <li>TxDMV MVD Staff prepares the Administrative Record, which should contain:         <ul> <li>Notice of Hearing</li> <li>Complaint</li> <li>Orders</li> <li>All correspondence (excluding internal documents)</li> </ul> </li> <li>TxDMV MVD Staff puts all documents in chronological date order, from oldest to most current.</li> <li>TxDMV MVD Staff prepares a table of contents, and organizes the document as described in MVD's Instructions for Records Preparation - Appeals</li> <li>TxDMV MVD Staff makes three copies of the completed document, and routes each copy accordingly:         <ul> <li>Original for Court</li> <li>Copy for Attorney General</li> <li>Copy for MVD</li> </ul> </li> </ol>
Alternate Flow List:	N/A

Alternate Flow	N/A
Details:	
Key Data	Work Item Number
Elements:	Date Received
Metrics/Measures:	Estimated 1 – 5 per year.
Legacy Systems:	LACE
Channels:	Mail

# 11... Vehicle Title and Registration

# 11.1 Regional Operations

### 11.1.1 Overview and Background



### 11.1.1.1 Purpose and Objective of Program

TxDMV Vehicle Titles and Registration Division (VTR) administers motor vehicle titles, vehicle registration and registration renewals. VTR also oversees the distribution of more than 100 different license plates including specialty and personalized plates and manages the distribution of disabled parking plates and placards, this work is performed in partnership with the 254 county tax assessor collectors across the state.

VTR develops and maintains the state's motor vehicle database which contains more than 57.5 million records. Law enforcement accesses these records more than 8,858 times per hour to verify vehicle ownership.

The division also provides direct customer service for almost 2 million customers each year.

TxDMV'sTxDMV VTR Division's 16 Regional Service Centers provide support to 254 County Tax Assessor-Collector Offices across the State of Texas. Processing of titles and registration involves the following organizational units:

- The County Tax Assessor-Collector Offices (County TACs)
- 16 TxDMV Regional Service Centers
- TxDMV Title Control Services

- Title Control Systems (TCS) Release and Reject Titles
- o Title Control Systems (TCS) Salvage and Non-repairable Titles
- o Title Control Systems (TCS) Certificates of Authority
- Vehicle Data Management (VDM)
  - o Data Cleanup/Film Unit
  - o Data Analysis/Law Enforcement Unit
- Vehicle Registration Services
  - Specialty Plates Unit
  - Registration Policy & Procedure
- Administrative Division's Technology Service Division (TSD)

The following provides a brief overview of each organizational unit's role in providing titling and registration services:

### The County Tax Assessor-Collector Offices (County TACs)

The 254 County TACs provide the most frequent point contact for customers seeking TxDMV vehicle title and registration services. The County TACs enter title transactions into the Registration and Title System (RTS), collect applicable fees and taxes and issue plates, windshield/plate stickers and registration receipts.

The County TACs renew vehicle registrations over the counter and provide phone support to the general public, answering questions about procedures or the status of a particular transaction and giving office location directions. Many counties allow vehicle registration renewal on-line through the TxDMV website. The department's website allows address changes for all counties (no fee, no county choice for participation).

County TAC offices vary widely in size; ranging from one small office location with minimal staff to large offices with multiple substations (satellite locations), that provide the same range of services as the main County TAC office. Many also form subcontractor partnerships with business such as grocery stores to provide registration renewal services at locations convenient to the public. The County TACs also process transactions and order supplies for dealers in their jurisdictions.

Walk-in customers are typically handled "first come, first serve". However, some County TACs have implemented sophisticated queuing systems and provide the customer with a ticket which assigns them to staff that specialize in certain transactions to help minimize queues and expedite processing.

The processing of incoming mail varies widely between counties, ranging from manual sorting to automated methods in which mail is sorted by category and technology is used to automate the opening and scanning of mail, optically enter data and forward it for processing by category.

### TxDMV Regional Service Centers

There are 16 TxDMV Regional Service Centers, which both provide direct services to TxDMV customers and also support the County TACs in their respective regions by facilitating workflow

process, communications and training. The unique services provided directly to customers by the Regional Service Centers include; providing certified copies of titles, issuing North American Free Trade Agreement (NAFTA) permits to motor carriers, providing vehicle identification number assignments, and assisting with issuance of registration under the International Registration Plan (IRP)and apportioned account maintenance.

The use cases documenting the TxDMV Regional Service Centers' role in assisting motor carriers with apportioned accounts are documented in the As-Is Documentation Package – Motor Carrier International Registration Plan, and are listed as follows:

- Use Case: Open Apportioned Account
- Use Case: Renew Apportioned Account
- Use Case: Make Changes to an Apportioned Account
- Use Case: Process a Refund for an Apportioned Account

The TxDMV Regional Service Centers also provide support to County TACs in their regions with services including:

- Assisting with County TAC supply orders
- Conducting training of County TAC staff
- Researching title history
- Supporting dissemination of title error reports and county review/corrective action
- Assisting via phone and email with questions from County TACs around title and registration issues
- Issuing no-charge authorization for situations where the system prohibits county action without department authorization
- Auditing accountable inventory on an annual basis

#### TxDMV Title Control Services (TCS)

County TACs mail title transactions to TCS in Austin. TCS sorts and distributes the paper transaction documents and opens the transactions in the system to release the titles for printing and mailing to vehicle owners.

TCS also pulls any title transaction errors out of the workflow, rejects the transaction in the system, and returns the transaction by mail to the originating TACs for correction.

Details on these use cases can be found in the As-Is Documentation Packages for:

- TxDMV VTR Title Control Services Release/Reject Title and Legal Restraint
- TxDMV VTR Title Control Services Salvage/Non-Repairable
- TxDMV VTR Title Control Services Certificate of Authority

#### TxDMV Vehicle Data Management (VDM)

VDM functions fall under the management of Research and Data Analysis Services. VDM is responsible for the integrity of vehicle record data and supports vehicle titling and registration by correcting vehicle records and conducting data cleanup projects when needed. VDM also researches title histories on film and digital image at the request of the public, law enforcement and TxDMV staff.

Other work activities conducted by Research and Data Analysis include the VTR budget, fulfilling open records requests, and maintaining statistical and historical data for ongoing and ah hoc reporting.

Details on these use cases can be found in the As-Is Documentation Packages for:

• TxDMV VTR - Research and Data Analysis Services.

### TxDMV Technology Service Division (TSD - under the Administrative Division)

TSD is responsible for maintenance of the systems that result in the generation of a print run of titles and registration renewal notices.

#### 11.1.1.2 Volume and Metrics

- 252 full time equivalent staff (not including County TAC staff)
- 21,570,282 vehicles currently registered
- Approximately 2,518 workstations at 499 sites, including County TAC locations and subcontractor locations
- For calendar year 2010:
  - Number of registration renewals mailed: 20,902,202
  - Number of vehicle registered online: 1,504,962
  - Average turnaround time to update vehicle registration record: 2 days
  - o Number of titles issued: 5,397,881
  - Average turnaround time to update vehicle title record: 5 days

#### 11.1.1.3 Use Case Overview

Below is a list of Use Cases in support of TxDMV VTR Regional Operations.

Use Cases	Actor
Apply for Texas Certificate of Title and Registration	Vehicle Owner
Process Dealer Title Applications	Dealer
Obtain Mechanic/Storage Owner Lien	Mechanic/Storage Owner
Process Title Correction	Vehicle Owner
Process Motor Vehicle Transfer Notification	Vehicle Owner
Renew Registration	Motoring Public
Change Address	Motoring Public
Request Specialty License Plates	Motoring Public
Transfer Plate to Another Vehicle	Vehicle Owner
Replace Lost, Stolen, Mutilated Plate/Sticker	Motoring Public
Order Specialty Plates	Motoring Public
Issue Request To Reject Title Issuance	VTR/County TAC Staff
Order Supplies	VTR/County TAC Staff
Obtain Disabled Parking Placard/Plate	Motoring Public

	T 1
Obtain Nonresident Agricultural Permit	Motor Carrier
Process Non-Sufficient Fund Check	County TAC Staff
Order Dealer/Subcontractor Equipment and Setup	Dealer/Subcontractor
Obtain Token Trailer Plate	Motor Carrier
Obtain Vehicle Title Transfer Permit	Vehicle Owner
Register Non-Titled Trailer	Vehicle Owner
Process Surrendered Junk/Salvage Titles	Salvage Dealer
Assign/Re-Assign VIN	Vehicle Owner
Apply for Certified Copy of Original Title (CCO)	Vehicle Owner
Process Registration Refund	Motoring Public
Request Credit Fee Voucher	Motoring Public
Request Certified Dealer Reassign/Power Of Attorney Forms	Dealer
Request Auction Receipts	Law Enforcement
	TxDMV Regional Service
Distribute County Error Report	Center Staff
	TxDMV Regional Service
Process No Charge Authorization	Center Staff
	TxDMV Regional Service
Conduct Annual County TAC Audit	Center Staff
Obtain Annual NAFTA Permit	Motor Carrier
Renew Annual NAFTA Permit	Motor Carrier
Obtain Weight Increase for NAFTA Trailer	Motor Carrier
Obtain Replacement of NAFTA Permit Plate	Motor Carrier
Obtain Refund for NAFTA Permit	Motor Carrier
Process Export Only Sales	Exporter
Obtain Duplicate Registration Receipts	Motoring Public
Obtain Time Permits	Motoring Public
Request Duplicate Time Permit/Receipt	Motoring Public
	· · · · · · · · · · · · · · · · · · ·

# 11.1.1.4 VTR-1470 Apply for Texas Certificate of Title and Registration

Primary Actor:	Vehicle Owner   Secondary Actors:   VTR/County TAC Staff
Use Case Name:	Apply for Texas Certificate of Title and Registration
Context	The most common title and registration applications occur when the ownership of the vehicle has transferred as the result of sale, or the Vehicle Owner has moved to Texas and is required to transfer their vehicle title and registration within 30 days of moving to the state. A Vehicle Owner also obtains a title when a lien has been satisfied, but retains the current vehicle registration.
	<ul> <li>To apply for Texas title and registration, the Vehicle Owner must complete an Application for Texas Certificate of Title and Registration, Form 130-U, and provide the following:</li> </ul>
	<ul> <li>Proof of liability insurance</li> <li>Current Texas inspection certification</li> <li>The vehicle's odometer reading</li> <li>Evidence of ownership, which could include: the original out-of-state title, a Manufacturer's Certificate of Origin (MCO), which is provided by the dealer in the case of a new vehicle purchase.</li> <li>Inspection certificate (if out-of-state)</li> <li>If the 130-U and supporting documents are mailed to the TAC, the Vehicle Owner must provide a copy of government issued identification.</li> <li>Fees:         <ul> <li>Registration fee</li> <li>Title application fee (the fee varies based on the size of the county)</li> <li>New residents also pay a new resident tax or the difference between the tax and taxes paid to the other state.</li> </ul> </li> </ul>
	Additional documentation is needed when the title changes for the following reasons:
	<ul> <li>Gifting – an Affidavit of Motor Vehicle Gift Transfer, Comptroller Form 14-317, signed by the donor and the Vehicle Owner.</li> </ul>
	<ul> <li>Inheritance – a signed and notarized Affidavit of Heirship, (Form VTR-262).</li> <li>If not using an Heirship Affidavit, the person would be required to provide Letters of Testamentary, Letters of Administration or Muniment of Title, which may require a copy of the will.</li> </ul>
	Note: Reciprocity is given to active duty members of the U.S. Armed Forces and non-resident, full-time students attending a Texas college or university are not required to title their vehicle in Texas. If they chose to register their vehicle in Texas, they must complete a Registration Purpose Only, (Form VTR-272) (RPO), to set up vehicle registration in Texas without transferring the vehicle title from their State of residence.
	A Vehicle Owner can apply for Texas Certificate of Title and Registration via Internet (needed for private sales) and if this option is chosen, the supporting documents will be submitted to TxDMV as scanned, pdf documents.
	Vehicle disposition information (sold or traded) will be posted automatically to the Vehicle Owner's record when a surrendered title is submitted as part of an Apply for Texas Certificate of Title and Registration transaction.

	The titling transaction interfaces with the VIN validation software and invalid VINs are identified in real time.
	The titling transaction interfaces with NMVTIS to check for "stolen" indicators, brands, and to pull data from other jurisdictions into the system when the Vehicle Owner is moving into Texas from another jurisdiction.
	Vehicle Owner can choose to obtain an electronic title or a paper title.
	The application and supporting documents will not be sent to Title Control Services for review before releasing the title, regardless of whether a paper or electronic title is selected by the Vehicle Owner.
	If there is a lien on the vehicle, the notification will always be sent to the lien holder electronically. If the designated lien holder does not participate in the agency's e-lien program, no notification will be sent to the lien holder. Non-participating lien holders can inquire on TxDMV records, for a fee, to determine if their lien has been recorded.
	When the lien is satisfied, the Vehicle Owner will be given a choice of electronic or paper title.
	Liability insurance will always be verified electronically through TexasSure.
Use Case Goal:	The Vehicle Owner wants to title and register a vehicle in the State of Texas.
Div/Process Area:	Regional Operations – County TAC

Pre-Conditions:	The Vehicle Owner has evidence of ownership.	
	The Vehicle Owner has submitted an application for Texas Title (VTR-130 U) and provided the required information/documentation.	
Trigger:	The VTR 130-U and attachments arrive at the County TAC Office via mail, over the counter, or via Internet application.	
Post-Conditions:	The Vehicle Owner has obtained a receipt of title and registration, sticker and plates.	
Basic Flow:	<ol> <li>The Vehicle Owner logs onto the system and completes a VTR-130 U, indicating the type of title (electronic versus paper) desired and provides the supporting information/documentation required.</li> <li>If the application is mailed, refer to use case: ADMIN-1077 Process Incoming Documents and Initiate Workflow.         <ol> <li>The process continues with step 3.</li> </ol> </li> <li>The system searches for an existing vehicle record and routes the transaction to VTR/County TAC Staff.         <ol> <li>If the VIN entered is invalid, the system returns an error message and the VTR/County TAC Staff can re-enter the corrected VIN.</li> <li>If the re-entered VIN is invalid, the system rejects the transaction. The Vehicle Owner is required to provide a pencil tracing of the VIN in person at the County TAC in order to process the transaction.</li> </ol> </li> <li>VTR/County TAC Staff determines whether the request is for a title or RPO.         <ol> <li>If the vehicle record exists, the system displays the record. VTR/County TAC Staff enter the disposition (sold) date on the existing record.</li> </ol> </li> <li>The system interfaces with NMVTIS to check for "stolen" indicator and brands.         <ol> <li>If the vehicle is moving into Texas from another jurisdiction, the system pulls vehicle descriptive information from NVMTIS to pre-populate part of the Texas title record.</li> </ol> </li> </ol>	

- b. If the vehicle is a new vehicle, the system returns the "shell" record on the system created from the Dealer's inventory.
- 6. VTR/County TAC Staff enters the following into the vehicle record:
  - Vehicle Owner information
  - Lien information (if applicable)
  - Survivorship information (name and address, relationship)
  - County of Registration
  - Enter for Registration Purpose Only (if applicable)
  - Salvage/rebuilt information (if applicable)
  - Type of evidence of ownership (original title, out-of-state title, or certified copy of title (CCO)
  - Odometer reading

Note: The system electronically notifies the specified lien holder(s) that their lien(s) have been recorded, if they participate in TxDMV's E-lien program.

- a. If the old Texas record that has been purged, the record is not in the system. VTR/County TAC Staff selects title type (e.g., original title or out-of-state title),-and enters the vehicle information into the system to create the vehicle record:
  - Vehicle Class
  - Year
  - Make
  - Model
  - Body style
  - Color
  - Odometer reading
  - Vehicle weight
  - Carrying capacity
  - Gross weight (if applicable)
  - VIN
- 7. VTR/County TAC Staff enter the insurance information in to TexasSure to verify liability insurance coverage.
- 8. VTR/County TAC Staff enters sales tax information that includes: sales price, rebates, trade-in value (if any), taxes paid to another state (if any).
- 9. The system calculates and displays all applicable fees and taxes, including penalty fees for late submission.
- 10. VTR/County TAC Staff obtains license plates and stickers from inventory.
- 11. VTR/County TAC Staff enters plate information and the system updates the inventory.
- 12. The system displays all applicable fees and taxes.
- 13. VTR/County TAC Staff validates that the submitted payment is correct.
- 14. VTR/County TAC Staff enters the payment (payment type, check number, fee).
- 15. VTR/County TAC Staff enter the electronic/paper title option on the system. If there is a lien on the vehicle, the only option is electronic.
- 16. The system sends updated information to NMVTIS to reflect Texas as the new state of record.
- 17. VTR/County TAC Staff scans the title application/supporting documents, and prints copies of the title and registration receipts for the Vehicle Owner to retain

	in the TAC office files.
	18. If the Vehicle Owner has conducted the transaction at the counter, VTR/County
	TAC Staff hands the receipts and plates/sticker to the Vehicle Owner.
	19. If the Vehicle Owner has conducted the transaction via mail or Internet,
	VTR/County TAC Staff mails the registration receipt and plates/stickers to
	Vehicle Owner.
Alternate Flow List:	Alternate Flow 1: The Vehicle Owner has possession of a vehicle but no evidence of ownership. The Vehicle Owner may apply for a bonded title.
	Note, this flow involves obtaining a bonded rejection letter at the Regional Service Center.
	Alternate Flow 2: The Vehicle Owner has purchased a vehicle after a lien foreclosure.
	Alternate Flow 3: The Vehicle Owner has purchased the vehicle from a private citizen and they have agreed to process the sale transaction electronically.
	Alternate Flow 2: At any point during the interaction with the online self-service functionality, the Actor may initiate a request for web customer service. Refer to use case: CRD-1092 Obtain Web Customer Support.

# Alternate Flow Details:

<u>Alternate Flow 1:</u> The Vehicle Owner has possession of a vehicle but has no evidence of ownership. The Vehicle Owner applies for a bonded title.

- 1. The Vehicle Owner delivers the application in person, via mail or online to the TxDMV Regional Service Center with the following:
- 2. A Statement of Fact for Bonded Title (VTR-130-SOF)
- 3. A Statement of Physical Inspection (VTR-270) or a pencil tracing of the Vehicle Identification Number (Form VTR-301).
- Any supporting evidence of ownership (bill of sale, invoice, cancelled check, etc.)
- 5. TxDMV Regional Service Center Staff reviews the application and documents for completeness.
- 6. TxDMV Regional Service Center Staff runs a check through MDVI to verify that that the vehicle is not stolen.
- 7. For an out-of-state vehicle, TxDMV Regional Service Center Staff also examines the following required documents:
- 8. The Vehicle Owner must provide a printout of the out-of-state vehicle record. If the state won't provide the records, evidence from that state is required (example a rejection letter on letterhead or a "no record letter" on the state's letterhead). TxDMV Regional Service Center Staff asks the Vehicle Owner to contact the state where the car was last registered to get a letter.
- 9. Weight certificates are required on all commercial vehicles last registered out-of-state, except commercial motor vehicles having a manufacturer's rated carrying capacity of one ton or less.
- 10. Vehicle Identification Certificate (VI-30), if the vehicle was last titled and/or registered out of state.
- 11. If all information is complete, the TxDMV Regional Service Center Representative determines the value of the vehicle using:
  - a. The Standard Presumptive Value (SPV) from TxDMV Web site (www.TxDMV.gov) as the primary source.
  - **b.** If a SPV is not available, a national reference guide, National Auto Dealers Association (NADA) will be used.
- 12. TxDMV Regional Service Center Staff prepares and issues a "Rejection

- Letter" with the amount of the bond equal to 1.5 times the value of the vehicle and sends it to the Vehicle Owner.
- 13. The Vehicle Owner has 30 days from the date of purchasing the surety bond to take the original letter received by the TxDMV Regional Service Center and the original additional documents (see below) to the County TAC to apply for a bonded title.
- 14. VTR/County TAC Staff verifies that all required documents have been submitted including:
  - c. Statement of Fact for Bonded Title (VTR-130-SOF)
  - d. Statement of Physical inspection (VTR-270)
  - e. Any supporting evidence of ownership (bill of sale, invoice, cancelled check)
  - f. Original rejection letter received from TxDMV Regional Service Center
  - g. A completed Application for Texas Certificate of Title and Registration, Form 130-U
  - h. Weight certificate (if commercial vehicle or truck)
  - i. Vehicle Identification Certificate (Form VI-30), completed by a safety inspection station (if previously titled out of state)
  - Customs documents (HS7) (if the vehicle was imported from out of the country)
  - k. A surety bond as specified in the bonded title rejection letter.
- 15. The Flow returns to the Basic Flow Step 2.

# Alternate Flow 2: The Vehicle Owner has purchased a vehicle after a lien foreclosure.

- 1. The Vehicle Owner must supply the following to obtain a title:
- 2. The completed foreclosure form, which is provided by the entity that foreclosed on the vehicle.
- 3. Verification of title and registration
- 4. Proof of mailed notifications (or newspaper notifications along with certified receipts of each notification)
- 5. Signed copy of work order (or completion of the appropriate fields on the lien foreclosure form, e.g., section 4 B on the VTR 265-M)
- 6. Administrative fee
- 7. Copy of notification and proof of mailing
- 8. Pencil tracing of VIN if needed
- 9. For an out-of-state vehicle, the Vehicle Owner provides:
  - a. Verification for out-of-state title and registration
  - Copy of certified request sent to state of record with written (original)
    response or state refusal to provide the vehicle owner's data due to the
    Driver's Privacy Protection Act (DPPA), along with certified receipts of
    each notification sent to the state of record
- 10. For a commercial vehicle: weight certificate
- 11. If and out-of-state lien was on the title: proof that the lien has been cleared in the state where it was created.
- 12. If a storage lien is on the title, the Vehicle Owner:
  - a. Submits Storage Lien for Abandoned vehicle of Private Tow, (Form VTR 265-S)
  - b. Submits proof of the second notification
    - i. By certified mail to registered owner and/or lien holder and address of work order (if notice was alternatively delivered through newspaper advertising, a copy of the ad)

	ii. If last registered outside of Texas, notice must be made within
	14 days of obtaining possession.
	13. The Flow returns to the Basic Flow Step 2.
	Alternate Flow 3: The Vehicle Owner has purchased the vehicle from a private citizen and they have agreed to process the sale transaction electronically.
	After reaching agreement on the sales price for the vehicle, the Seller and Buyer complete a Transfer of Ownership transaction electronically. Refer to use case:  Process Motor Vehicle Transfer Notification, Basic Flow.
	After the Buyer has completed the Transfer Notification online, the Buyer enters
	the insurance information into TexasSure to verify liability insurance coverage.
	The system calculates and displays all applicable fees and taxes, including
	penalty fees for late submission.
	4. Buyer enters credit card information for payment of fees.
	5. Buyer indicates choice of electronic/paper title on the system. If there is a lien
	on the vehicle, the only option is electronic.
	6. Buyer scans supporting documentation, such as the assigned title from the
	Seller.
	<ul><li>7. Buyer prints a receipt.</li><li>8. Buyer mails assigned title to TxDMV for shredding.</li></ul>
	TxDMV mails plates and stickers to the Buyer.
Key Data	Vehicle Class
Elements:	Year
	Make
	Model
	Body style
	• Color
	Odometer reading
	Vehicle weight
	Carrying capacity
	Gross weight (if applicable)
	• VIN
	Vehicle Owner information     Line information (if applicable)
	<ul><li>Lien information (if applicable)</li><li>County of Registration</li></ul>
	Type of Title Requested (Electronic or paper)
	Type of Lien (Electronic or non-participating lender)
	Conversion of electronic title to paper title
	Transaction date
	Fees paid
	Plate number
	Registration expiration (year and month)
	Service Option used (face-to-face, mail, Internet)
Metrics/Measures:	Number of electronic versus paper titles annually
	<ul> <li>Cost of producing an electronic title versus a paper title</li> <li>Number of electronic titles converted to paper titles by reason for conversion</li> </ul>
	<ul> <li>Number of electronic titles converted to paper titles by reason for conversion</li> <li>Percentage change in the number of liens placed electronically</li> </ul>
	Percentage change in the number of liens released electronically

Percentage change in the number of liens released electronically

	<ul> <li>Percentage change in the amount and cost of secure title paper stock used annually</li> <li>Percentage change in staffing costs related to review and release of title transactions</li> <li>Volume of title transactions by service option (face-to-face, mail, Internet)</li> <li>Source of the Notification of Vehicle Transfer (TAC, individual, Global 360, Dealer)</li> </ul>
Legacy Systems:	• RTS
	MVDI
	TexasOnline
Channels:	Walk-In
	Mail
	Online

### 11.1.1.5 VTR-1475 Submit Dealer Title Transactions

Primary Actor:	Dealer	Secondary Actors:	VTR/County TAC Staff Vehicle Owner	
Use Case Name:	Submit Dealer Title Transactions			
Context	When a Dealer sells a vehicle, the Dealer collects the same forms and documentation as described in <u>Use Case</u> : Apply for Texas Title and Registration.			
	Dealer Title Application (DTA) vendors work with DMV to establish a standard set of interfaces and processes to allow Dealers who have systems for processing vehicle sales to automatically link to TxDMV and submit the title transaction data and payment electronically.			
	Smaller Dealers may submit individual transactions to TxDMV through a Web-based interface.			
	Dealers issue E-tags at the time of sale, and order plates and stickers, which can be directly mailed to the Vehicle Owner or mailer to the dealership.			
	The E-tag system is integrated with the plate system, so that the E-tag number is the same as the plate number that will be issued.			
	Dealers are also able to submit transactions in person or via mail to the County TAC office; VTR/County TAC Staff will enter the transactions and scan the supporting documentation into the system.			
Use Case Goal:	The goal of this use case plates and stickers for Vel	•	hicle ownership records, and order	
Div/Process Area:	Regional Operations – Co	ounty TAC		

Pre-Conditions:	The vehicle has been sold by a Dealer licensed in Texas.		
	The Dealer has collected the Application for Texas Title and Registration, Form 130-U, and attached required documents, which could include:		
	Original title, certified copy of title (CCO), or Manufacturer's Certificate of Origin (MCO)		
	Lien holder information		
	Bill of sale		
	Trade-In vehicle information		

Trigger:	The Dealer completes a sales transaction.		
Post-Conditions:	<ul> <li>The Dealer transactions have been accepted into the system.</li> <li>Fees are collected and allocated in the system.</li> <li>Vehicle owner and lien information are updated in the system.</li> <li>The transaction has been forwarded for release of title.</li> <li>Plate/sticker order has been submitted to Huntsville.</li> </ul>		
Basic Flow:	<ol> <li>Plate/sticker order has been submitted to Huntsville.</li> <li>The Dealer logs in to authenticate their identity and access their TxDMV account and enters/uploads the transaction information.</li> <li>The system validates the identity of the buyer/seller against the DPS driver's license database.</li> <li>The system validates the status of trade-in vehicle against the NMVITS database.</li> <li>The Dealer prints an E-tag.</li> <li>The Dealer selects the license plate type in the system.         <ol> <li>If the existing plate is to be transferred to the new vehicle, the Dealer transfers the plate number to the new vehicle.</li> <li>The Dealer completes the transaction.</li> <li>The Dealer scans the 130-U and attached documents.</li> <li>At the close of business, the Dealer uploads the day's transactions to the TxDMV system.</li> <li>The system validates the VIN number for each transaction.</li> <li>The system calculates the fees owed and prompts for form of payment.</li> <li>The Dealer selects payment method and authorizes payment.</li> <li>The system emails a receipt to the Dealer.</li> <li>The system verifies insurance.</li> <li>The system forwards the license plate/sticker order to the Huntsville manufacturing facility.</li> <li>The system puts the transaction batch in a pending file by date.</li></ol></li></ol>		
Alternate Flow List:	d. Refer to use case: ADMIN-1030 Fulfill License Plate and Sticker Order.  Alternate Flow 1 — The Dealer enters individual transactions online.  Alternate Flow 2 — The Dealer submits the transactions to the County TAC office.  Alternate Flow 3: At any point during the interaction with the online self-service functionality, the Actor may initiate a request for web customer service. Refer to use case: CRD-1092 Obtain Web Customer Support.		

Alternate Flow	Alternate Flow 1 – The Dealer enters individual transactions online.	
Details:	The Dealer logs into a web application.	
	2. The Dealer completes validates the identity of the buyer/seller against the DPS	
	driver's license database.	
	3. The Dealer validates the status of trade-in vehicle against the NMVITS	

database.

- 4. The Dealer prints an E-tag.
- 5. The Dealer selects the license plate type in the system.
  - a. If the existing plate is to be transferred to the new vehicle, the Dealer transfers the plate number to the new vehicle.
- 6. The Dealer completes the transaction.
- 7. The Dealer scans the 130-U and attached documents.
- 8. The Dealer enters the VIN and the system searches for the vehicle record.
  - a. If the vehicle record exists, the system displays the vehicle record.
  - b. If the vehicle is registered out-of-state or is a new vehicle with MCO, the record is not in the system, the system returns "No Record Found",
    - The Dealer selects title type (e.g., original or out of state), and enters vehicle information:
      - Vehicle Class
      - Year
      - Make
      - Model
      - Body Style
      - Color
      - Odometer Reading
      - Vehicle Weight
      - Carrying Capacity
      - Gross Weight (if applicable)
      - VIN
- 9. The Dealer enters:
  - Vehicle Owner information
  - Lien information (if applicable)
  - Survivorship information (name and address, relationship)
  - County of Registration
  - Enter County
  - Salvage/rebuilt information if applicable
  - Type of evidence of ownership (original title, out-of-state title, or certified copy of title (CCO)
- 10. The Dealer enters sales tax information which includes: sales price, rebates, trade-in value (if any), taxes paid to other state (if any).
- 11. The system calculates and displays all applicable fees and taxes, including penalty fees for late submission.
- 12. The above process is repeated until all vehicles in the batch have been processed.
- 13. The system generates a summary report with all fees and the total fee for all vehicles in the batch.
- 14. The Dealer selects payment method and enters payment.
- 15. The system issues a receipt to the dealer.

Alternate Flow 2 – The Dealer submits the transactions to the County TAC office.

- 1. The Dealer delivers the title applications.
- 2. VTR/County TAC Staff receives the dealer transactions.
- 3. VTR/County TAC Staff logs in to the system.

- 4. The system prompts VTR/County TAC Staff to enter the Dealer number and the sequence number of the first transaction number in the batch.
- 5. For each transaction, VTR/County TAC Staff is prompted to enter the Dealer title transaction data;
  - Transaction date
  - Fees paid
  - Plate number
  - Registration expiration (year and month)
- VTR/County TAC Staff enters the VIN and the system searches for the vehicle record.
  - a. If the vehicle record exists, the system displays the vehicle record.
  - b. If the vehicle is registered out-of-state or is a new vehicle with MCO, the record is not in the system; the system returns "No Record Found",
    - VTR/County TAC Staff selects title type (e.g., original or out of state), and enters vehicle information:
      - Vehicle Class
      - Year
      - Make
      - Model
      - Body Style
      - Color
      - · Odometer Reading
      - Vehicle Weight
      - Carrying Capacity
      - Gross Weight (if applicable)
      - VIN
- 7. VTR/County TAC Staff enters:
  - Vehicle Owner information
  - Lien information (if applicable)
  - Survivorship information (name and address, relationship)
  - County of Registration
  - Enter County
  - Salvage/rebuilt information if applicable
  - Type of evidence of ownership (original title, out-of-state title, or certified copy of title (CCO)
- 8. VTR/County TAC Staff enters sales tax information which includes: sales price, rebates, trade-in value (if any), taxes paid to other state (if any).
- 9. The system calculates and displays all applicable fees and taxes, including penalty fees for late submission.
- 10. The above process is repeated until all vehicles in the batch have been processed.
- 11. The system generates a summary report with all fees and the total fee for all vehicles in the batch.
- 12. The VTR/County TAC Staff enter the payment in the system (or alternatively, the VTR/County TAC Staff contacts the Dealers with the total amount and the Dealer will visit the County TAC and bring the check or money order).
- 13. VTR/County TAC Staff validates the batch transactions using the printed report.

	14. If there is a mistake, individual transaction can be voided, or the entire batch can be voided.		
	a. If the transaction or the batch is voided, VTR/County TAC Staff contacts the Dealer for correction.		
	15. If the Dealer has not submitted payment with the transactions, the VTR/County		
	TAC Staff sends a fax to the Dealer (or calls) with total payment amount.		
	16. When the Dealer submits the check, VTR/County TAC Staff enters the payment when received (payment type, check number, fee).		
	17. VTR/County TAC Staff prints the title application/registration receipts.		
	18. VTR/County TAC Staff mails the copies and original documents, and:		
	a. Sends the receipts for the Dealer to distribute.		
Key Data	Dealer Name		
Elements:	Dealer Number		
	Vehicle Information		
	Vehicle Owner Information		
	Transaction date		
	Fees paid		
	Plate number		
	Registration expiration (year and month)		
Metrics/Measures:	, ,		
ivietrics/ivieasures.	<ul> <li>5,397,881 titles issued in 2010</li> <li>2 days average turnaround to update vehicle title record</li> </ul>		
	662,909 dealer transactions were processed in 2010 using DTA flash drive		
Legacy Systems:	RTS		
Jan., 2, 2, 2, 2, 2, 2, 2, 2, 2, 2, 2, 2, 2,	RTS POS		
Channels:	Online		
	Walk-in		

### 11.1.1.6 VTR-1485 Obtain Mechanic/Storage Lien

Primary Actor:	Mechanic	Secondary Actors:	VTR/County TAC Staff,
·		•	Vehicle Owner
Use Case Name:	Obtain Mechanic/Storage Owner Lien		
Context	When a vehicle is repaired pursuant to a contract or agreement (the agreement is between the garage and the vehicle owner or person with authority to contract for such services) and the owner fails to pay for the services, a Mechanic can obtain a lien on the vehicle by submitting the appropriate lien forclosure form.		
	<ul> <li>Under Chapter 70 of the Texas Property Code, a storage lien is a legal process for an owner of a commercially operated storage facility to properly dispose of a vehicle that has been privately towed and left in the storage facility. Key conditions include:         <ul> <li>Generally, a storage lien can exist only when a vehicle is stored pursuant to a contract or agreement between a garage keeper and the vehicle owner or a person who has authority to contract for such services.</li> </ul> </li> </ul>		
	parking lot or any	type of facility for servi	ge operator who operates a garage, cing, repairing, storing or parking
	motor vehicles for commercial purposes.		
	The following forms are us		m Form VTD 265 M for a
	• iviecnanio	s Lien Foreclosure for	m, Form VTR 265-M, for a

	<ul> <li>mechanic's lien.</li> <li>Storage Lien form, Form VTR 265-S, for a storage facility</li> <li>Storage Lien form, Form VTR 265-VSF, for a storage facility in possession of a vehicle as a result of a law enforcement request to tow the vehicle.</li> </ul>			
	The lien is a precursor to a sale or disposal of the vehicle.			
	Note: If the Mechanic/Storage Owner does not have proper documentation, disposal must be by court order through the County or District Court.			
Use Case Goal:	To obtain a lien to allow a vehicle in possesion on which fees are owed to be sold to			
	pay for services.			
Div/Process Area:	Regional Operations – County TAC			

Pre-Conditions:	<ul> <li>The Mechanic/Storage Owner has had possession of the vehicle for at least 30 days after charges accrued and have not been paid.</li> </ul>		
	The Mechanic/Storage Owner has the original signed work order.		
Trigger:	The Vehicle Owner has not responded to notices of intent to place a lien on the vehicle.		
Post-Conditions:	Mechanic/Storage Owner has obtained a lien and has sold the vehicle.		
Basic Flow:	Mechanic/Storage Owner notifies the Vehicle Owner (and lien holder, if present)		
Dasio Flow.	in writing of the intent to obtain a lien on the vehicle. Notification must be sent via certified mail, and a proof of mailing must be retained; PS3800 and PS-3811 USPS receipts are accepted as proof.		
	If the notice is returned, it must remain un-opened and it must have sufficient postage, and is retained as proof of an attempt to notify.		
	<ul> <li>If the Vehicle Owner cannot be located, the Mechanic/Storage Owner has the option of advertising in the local newspaper of the intent to place a lien on the vehicle.</li> </ul>		
	2. Mechanic/Storage Owner completes the required form online and attaches the required documentation within 10 days after receiving the USPS receipt (or after completing advertising) and attaches required documents. Required documents include:		
	Image of notifications and proof of mailings		
	Image of the original signed work order (the contract between the vehicle owner and the Mechanic/Storage Owner).		
	3. The system prompts the Mechanic/Storage Owner for method of payment.		
	4. The Mechanic/Storage Owner submits payment and submits the request.		
	5. The system delivers a receipt and forwards the work item to the VTR/County TAC Staff.		
	6. VTR/County TAC Staff validate the work item and reviews the documentation for completeness.		
	7. The system pre-populates the TxDMV website public posting of the pending lien with vehicle, Vehicle Owner and Mechanic/Storage Owner information.		
	8. VTR/County TAC Staff releases the public posting.		
	9. The system updates the status of the work item and flags the system to grant the lien to the Mechanic/Storage Owner in 31 days.		
	10. The system generates a notice of pending lien to the Vehicle Owner and		

VTR/County TAC Staff it via certified mail. The notice informs the Vehicle Owner to provide proof of payment, either via mail or by responding to the website posting, within 30 days. a. The Vehicle Owner may respond to the mailing via mail or to the website, posting with attached proof of payment. If the proof is mailed, centralized mail processing scans the item into the system, and the system forwards the work item to the VTR/County TAC Staff. VTR/County TAC Staff verifies the proof of payment. b. The system sends notification of the Vehicle Owner's response to the Mechanic/Storage Owner and prompts for verification. c. The Mechanic/Storage Owner verifies the proof of payment. If the proof of payment is not verified, the system prompts the VTR/County TAC Staff to contact the Mechanic. d. When the payment is verified, VTR/County TAC Staff close the pending lien. **Public Sale** 11. If the charges are not paid before the 31st day after notice was mailed to the vehicle owner, the Mechanic/Storage Owner may sell the vehicle at a public sale without release of lien. 12. At the completion of the sale, the Mechanic issues a sales receipt and turns over the application receipts received earlier from the TAC to the buyer. The buyer becomes the Vehicle Owner and may apply for a title. Refer to Use Case: Apply for Texas Certificate of Title and Registration. 13. Proceeds from the sale are applied to the charges for the repair (not including any storage fees) and any balance is remitted to the owner. If the owner is not known or cannot be located, the excess balance must be paid to County Treasurer of the county where the lien originated. Alternate Flow List: Alternate Flow 1: Obtain Mechanic/Storage Lien by Mail-In or Walk-In Alternate Flow 2: At any point during the interaction with the online self-service functionality, the Actor may initiate a request for web customer service. Refer to use

# Alternate Flow Details:

Alternate Flow 1: Obtain Mechanic/Storage Lien by Mail-In or Walk-In

- Mechanic/Storage Owner notifies the Vehicle Owner (and lien holder, if present) in writing of the intent to obtain a lien on the vehicle. Notification must be sent via certified mail, and a proof of mailing must be retained; PS3800 and PS-3811 USPS receipts are accepted as proof.
  - If the notice is returned, it must remain un-opened and it must have sufficient postage, and is retained as proof of an attempt to notify.
  - If the Vehicle Owner cannot be located, the Mechanic/Storage Owner has the option of advertising in the local newspaper of the intent to place a lien on the vehicle.
- Mechanic/Storage Owner submits the lien documents to County TAC within 10 days after receiving the USPS receipt (or after completing advertising). Required documents include:
  - The completed lien forclosure form

case: CRD-1092 Obtain Web Customer Support.

Copy of notifications and proof of mailings

Original signed work order (the contract between the vehicle owner and the garage) Check or money order for filing fees 3. VTR/County TAC Staff validates the information for completeness and prints a receipt. 4. VTR/County TAC Staff makes copies of the receipts and all evidence surrendered. 5. VTR/County TAC Staff processes the fees in the system and enters payment type, amount and check number. 6. VTR/County TAC Staff delivers the receipt and all original documents to the Mechanic/Storage Owner. 7. VTR/County TAC Staff updates the status of the lien in the system. 8. VTR/County TAC Staff posts the vehicle information to a public website that displays pending mechanic/storage liens. 9. Within 10 days of receiving the notification, VTR/County TAC Staff sends the Vehicle Owner (and lien holder, if present) a copy of the lien request via certified mail. Note: If the owner requests an inspection of the vehicle, no later than 30 days from receipt of the notice, the Mechanic must make the vehicle available for inspection to verify the repairs. **Public Sale** 10. If the charges are not paid before the 31st day after notice was mailed to the vehicle owner, the Mechanic/Storage Owner may sell the vehicle at a public sale without release of lien. 11. At the completion of the sale, the Mechanic/Storage Owner issues a sales receipt and turns over the application receipts received earlier from the TAC to the buyer. The buyer becomes the Vehicle Owner and may apply for a title. Refer to Use Case: Apply for Texas Certificate of Title and Registration. 12. Proceeds from the sale are applied to the charges for the repair (not including any storage fees) and any balance is remitted to the owner. a. If the owner is not known or cannot be located, the excess balance must be paid to County Treasurer of the county where the lien originated. Key Data Vehicle Information (year, make, body style, model, VIN, License Plate Number, Year of License, State of Issuance) Elements: **Vehicle Owner Information** Storage/Service Date Storage Duration **Daily Storage Charges** Statement of Authority under which possession was acquired Date and evidence of first notice Date and evidence of second notice Name and Address of Statutory lien holders Odometer reading and disclosure statement Public Sale information Not available at this time Metrics/Measures: RTS Legacy Systems: Channels: Walk-in

•	Mail
•	Online

### 11.1.1.7 VTR-1500 Process Title Correction

Primary Actor:	Vehicle Owner	Secondary Actors:	VTR/County TAC Staff
Use Case Name:	Apply for Title Correction		
Context:	Address changes and corrections to information such as make, model, year, and VIN are handled through TAC Offices or via the Internet.  Adding a Vehicle Owner or lien holder is considered similar to change of ownership. (Refer to use case: VTR-1470 Apply for Texas Certificate of Title and Registration)  If the Vehicle Owner discovers an error on the title, the Vehicle Owner can apply for a title correction to correct the error. If the original transaction has been released and a paper title has been issued, a replacement title is printed and mailed.  To correct the error, the Vehicle Owner needs to contact the nearest County TAC or		
	If the TAC made the error, it can be corrected at no charge. If the title record was originally created based on information on the application that was inaccurate, the Vehicle Owner will need to submit a new Application for Texas Certificate of Title and Registration, Form VTR 130-U to the County TAC or via the Internet to correct the title and pay a fee.  Title corrections can also be triggered when TCS Staff reject a title transaction and		
	RTS transmits it back to the County TAC electronically so that corrections can be made. These title transactions are then resubmitted for release or rejection.		
Use Case Goal:	To ensure the accuracy of vehicle ownership is documented and recorded in the TxDMV system.		
SMEs:	Francis Fisher and Gus B	ernal	
Div/Process Area:	County TACs		

Pre-Conditions:	The Vehicle Owner has an existing title record	
Trigger:	A title error is identified.	
Post-Conditions:	Title record is corrected in the system and the Vehicle Owner will receive a paper	
	replacement title if a paper title was originally requested and was produced before	
	the correction.	
Basic Flow:	<ol> <li>The Vehicle Owner contacts the local County TAC and explains the error.</li> </ol>	
	2. VTR/County TAC Staff reviews the request and the scanned images of the	
	original title application documentation to determine the cause of the error.	
	a. If the error was caused by the TAC, VTR/County TAC Staff request	
	supervisory approval for a "No-Charge Authorization" to correct the title.	
	b. If the request is rejected, VTR/County TAC Staff notifies the Vehicle Owner	
	of the fee and asks the Vehicle Owner to submit a new title application,	
	Form 130-U (Refer to Use Case: Apply for Texas Certificate of Title and	
	Registration)	
	c. If the request is authorized by TAC Supervisory Staff, VTR/County TAC	
	Staff:	
	<ol> <li>Logs into the system to update the vehicle record.</li> </ol>	

	<ul> <li>ii. Records the fee as "0".</li> <li>iii. Prints a receipt and mails the original to the Vehicle Owner</li> <li>3. If a paper replacement title was requested by the Vehicle Owner, VTR/County TAC Staff trigger the printing and mailing of the title to the Vehicle Owner. If an electronic title was requested, no paper replacement title will be produced.</li> <li>If the vehicle has a recorded, unsatisfied lien on it, the system will send an electronic notification to the lien holder(s) of record about the correction.</li> </ul>	
Alternate Flow List:	t: Alternate Flow 1: A title correction is requested by TCS before transactions can be	
	released.	

Alternate Flow	Alternate Flow 1: A title correction is requested by TCS before transactions can be		
	released:		
Details:	TCS Staff audit/review a title transaction and identify errors or problems.		
	TCS Staff transmit the rejected title transaction back to the originating County		
	TAC Office for correction.		
	3. VTR/County TAC Staff research the error and make the needed correction(s) to		
	the title record in the syst.		
	4. VTR/County TAC Staff transmit the corrected title transaction to TCS for another		
	review. Refer to use case: Release/Reject Resubmitted Title Transaction.		
Key Data	Vehicle Owner Name		
Elements:	• VIN		
	Document number		
	Description of error		
	Proposed correction; From – To		
	Type of Correction Requested		
	Service channel (face-to-face, mail, Internet)		
Metrics/Measures:	Number of No Charge Title Corrections by TAC Office		
	Percentage of Title Corrections Completed for No Charge		
Legacy Systems:	RTS		
Channels:	Walk-In		
	Online		

#### 11.1.1.8 VTR-1505 Process Motor Vehicle Transfer Notification

Primary Actor:	Vehicle Owner	Secondary Actors:	Global 360, Dealers
Use Case Name:	Process Motor Vehicle Transfer Notification		
Context	TxDMV recommends that the seller of a vehicle notify TxDMV about the sale of the vehicle in order to protect the seller/owner from liability for criminal or civil matters.  To notify TxDMV, the Vehicle Owner submits a Vehicle Transfer Notification, (Form VTR-346) when a vehicle is sold or traded to a licensed Dealer.  When a Dealer sells a vehicle to another Dealer or auction, the Dealer can "reassign" the vehicle and is not required to notify TxDMV. Dealer Reassignments, (Form VTR-		
Llea Casa Goal:	These forms can be submitted via Internet or mail.  To maintain the accuracy of the TxDMV vehicle record, and protect the Vehicle		
Use Case Goal:	To maintain the accuracy of the TXDWV vericle record, and protect the vericle		

	Owner from any liabilities associated with the vehicle after disposition.	
Div/Process Area:	Vehicle Title and Registration - Registration Services	

Pre-Conditions:	The Vehicle Owner has sold the vehicle to a new owner as a private sale.	
1 10 Conditions.	The Vehicle Owner has traded the vehicle in at a licensed Dealer.	
	The Dealer has sold the vehicle to another Dealer or auction.	
Trigger:	The Vehicle Owner submits a Vehicle Transfer Notification, Form VTR-346, via	
11199011	mail, or Internet.	
	The Dealer completes the Vehicle Transfer Notification because the Vehicle	
	Owner has traded in the vehicle in as part of a sales transaction.	
	The Dealer completes the Vehicle Transfer Notification because they have sold	
	the vehicle to another licensed dealer or auction.	
Post-Conditions:	The system has been updated with the disposition information.	
	A receipt for the transaction has been delivered to the Vehicle Owner.	
Basic Flow:	Private Sale:	
	1. After reaching agreement on the sales price for the vehicle, the Seller logs on to	
	TexasOnline Authentication Service (TOAS), providing 4 data elements from 2	
	separate identification documents.	
	Upon successful authentication, the Seller selects the Transfer Ownership	
	transaction and enters the VIN.	
	3. The system populates the screen. The Seller enters the sale price and the	
	odometer reading.	
	The system will automatically check the odometer reading entered by the	
	Seller against the odometer reading on the system. If the odometer reading	
	entered by the seller is lower than what is recorded on the system, the	
	transaction will be rejected.	
	4. The system generates a unique transaction number and places the transaction	
	in a "pending" statue.	
	5. The Seller prints a receipt containing the unique transaction number and	
	provides it to the Buyer for use in completing the Transfer Ownership transaction	
	electronically,	
	6. If a paper title exists, the Seller signs the title and gives it to the Buyer.	
	7. The Buyer logs on to TOAS to authenticate identity, providing 4 data elements	
	from 2 separate identification documents.	
	8. Upon successful authentication, the Buyer selects the pending transfer of	
	ownership transaction and enters the unique transaction number.	
	The buyer then enters the sale price and the odometer reading.	
	10. If the sales price and odometer reading entered by the Buyer matches the sale	
	price and odometer reading entered into the Transfer Ownership transaction by	
	the Seller, the transaction processes.	
	a. If these data do not match, the transaction is rejected. The Seller will have	
	the opportunity to correct the information or cancel the transaction.	
	11. The buyer enters the following into the vehicle record:	
	Vehicle Owner information	
	Lien information (if applicable)	
	Survivorship information (name and address, relationship)	
	County of Registration	
	Enter for Registration Purpose Only (if applicable)	
	Salvage/rebuilt information (if applicable)	
	- Salvage/Tebulit IIIIOITI (II applicable)	

 Type of evidence of ownership (original title, out-of-state title, or certified copy of title (CCO)

Note: The system electronically notifies the specified lien holder(s) that their lien(s) have been recorded, if they participate in TxDMV's E-lien program.

- 12. If the previous title was a paper title, the Buyer scans the assigned title received from the Seller and submits it as a pdf document. The Buyer will receive an electronic notification requesting that they mail the paper title to VTR for destruction.
- 13. The system updates the Seller's vehicle record to contain the disposition date.

#### Alternate Flow List:

Alternate Flow 1: Private sale and vehicle owner submits the VTR-346 via mail. .

Alternate Flow 2: Vehicle owner trades the vehicle in as part of a sales transaction with a licensed dealer.

Alternate Flow 3: The dealer has sold the vehicle to another dealer or auction.

Alternate Flow 4: At any point during the interaction with the online self-service functionality, the Actor may initiate a request for web customer service. Refer to use case: CRD-1092 Obtain Web Customer Support.

# Alternate Flow Details:

Alternate Flow 1: Private sale and vehicle owner submits the VTR-346 via mail.

- 1. The Vehicle Owner (Seller) completes VTR-346 and mails it to centralized mail processing.
- 2. Centralized Processing Staff processes the transaction in a batch database application.
- 3. At the end of the day, Cnetralized Processing Staff uploads the batch to the system.
- 4. Using the VINs from the transactions in the batch, the system records the disposition date on the appropriate vehicle records.
- 5. The system prints receipts for all transactions in the batch and they are mailed to the Vehicle Owners (Sellers).

<u>Alternate Flow 2:</u> Vehicle Owner Trades the Vehicle in as Part of a Sales Transaction with a Licensed Dealer.

- The Dealer Staff logs in to TexasOnline Authentication Service (TOAS) to authenticate their identity and authorization to process electronic titling transactions.
- 2. Upon successful authentication, the Dealer Staff enters the VIN and the system searches for an existing vehicle record.
  - a. If the vehicle record exists, the system displays the record. Dealer Staff enters the disposition (trade-in) date on the existing record.
- 3. If the traded vehicle has an outstanding lien, the system electronically notifies the lien holder that a payoff amount is needed by the Dealer.
  - a. The Dealer Staff will send the payoff amount to the Lien Holder (electronic funds transfer or via a mailed check).
  - b. When the Lien Holder receives the payoff amount from the Dealer, Lien Holder Staff releases the lien and:
    - i. Mails the paper title to the Dealer (if the lien holder does not participate in TxDMV's electronic lien program), or
    - ii. Processes the lien release in TxDMV's E-Lien system, which adds the Dealer information to the vehicle record in the system.
- 4. Dealer continues with the electronic titling transaction for the purchased vehicle.

	See "Process Dealer Title Applications", Basic Flow Steps 3 through 15.		
	Alternate Flow 3: The dealer has sold the vehicle to another dealer or auction.		
	The Dealer Staff logs in to TexasOnline Authentication Service (TOAS) to		
	authenticate their identity and authorization to process electronic titling		
	transactions.		
	2. Upon successful authentication, the Dealer Staff enters the VIN and the system searches for an existing vehicle record.		
	3. Dealer Staff enters the disposition (trade-in) date on the existing record.		
	4. Dealer Staff completes Form VTR-41-A to reassign the vehicle to the purchasing		
	Dealer or auction.		
	5. The vehicle record is updated to show the Purchasing Dealer/Auction as the		
	owner.		
Key Data	Vehicle Owner Information		
Elements:	• VIN		
	Transfer Date		
	New Owner Information		
	Type of Lien (Electronic or non-participating lender)		
	Conversion of electronic title to paper title		
	Transaction date		
	Service channel (mail, Internet)		
Metrics/Measures:	Percentage change in the number of liens placed electronically		
	Percentage change in the number of liens released electronically		
	Volume of ownership transfer notifications by service option (mail, Internet		
	Source of ownership transfer notification (individual, Global 360, Dealer)		
Legacy Systems:	• RTS		
Ohamala	TexasOnline		
Channels:	Mail     Online		
	Online     Declar		
	Dealer		

## 11.1.1.9 VTR-1520 Renew Registration

Primary Actor:	Motoring Public	Secondary Actors:	VTR/County TAC Staff
Use Case Name:	Renew Registration		
Context	Registration renewal notices are mailed approximately 45 days prior to the expiration date of the current registration.		
	The Motoring Public may renew their vehicle registration one of three ways; online, by mail, or by walk-in to a County TAC Office or Subcontractor location.		
	Vehicle owners with renewal notices go to the TxOnline web site to renew their vehicle registration and pay via credit card.		
	The online renewal is forwarded to the County TAC in which the owner resides for issuing of registration receipts, stickers and license plates (if plates are required).		
Use Case Goal:	To renew vehicle registration online via self-service.		
Div/Process Area:	Regional Operations – Co	unty TAC	

Pre-Conditions:	Registration may occur up to 60 days prior to the renewal due date.
	The vehicle has a current registration.  The vehicle has a current registration.
	The vehicle has a gross weight of less than 54,999 lbs.  The Meterian Publishes a velid and it could
	The Motoring Public has a valid credit card     The Motoring Public has an email account.
Trigger:	<ul> <li>The Motoring Public has an email account</li> <li>The Motoring Public receives a registration renewal notice or an eReminder.</li> </ul>
Trigger: Post-Conditions:	Renewal receipt, stickers, and plates (if applicable) have been issued and sent
F 05t-Conditions.	to the owner's or renewal recipient's address.
	Registration renewal information has been updated in RTS.
Basic Flow:	Motoring Public initiates the renewal by loggin into the system with their log in
	credentials and selecting the renewal option.
	2. Motoring Public enters:
	a. Plate number
	b. The last four digits of the VIN
	3. The system checks for outstanding Scofflaw fees owed.
	a. If Scofflaw fees are owed, the system stops the registration renewal and
	displays what fees are owed, and informs the Motoring Public that they
	must bring proof of payment to a County TAC office to complete the
	registration renewal.
	4. The system displays the vehicle information and total fees due for 12 months of
	registration.
	5. The system prompts for "Registration Period".
	6. Motoring Public can select: 12 month, 24 months or 36 months.
	7. The system displays the total updated fees.
	8. The system prompts the Motoring Public to confirm the vehicle information.
	a. Motoring Public may change the address; if the address is changed, the
	system verifies the address and county.
	9. The system displays the message: "Your registration information will be sent to
	the address below", and prompts for email address.
	10. Motoring Public can enter a different address for the mailing of the registration.
	11. The system verifies insurance through TexasSure;
	a. If insurance cannot be verified by TexasSure, the system prompts for
	insurance information: insurance carrier, agent name, agent phone, policy number, policy begin date and expiration date.
	12. If the Motoring Public has more than one vehicle that needs to be renewed, the
	Motoring Public can repeat the above steps until done.
	13. When Motoring Public indicates that all vehicles have been renewed, the system
	calculates the fees owed and displays the total amount.
	14. The system asks the Motoring Public if he/she wants to proceeds to payment.
	15. If yes, the system will display the credit card data entry screen.
	16. Motoring Public enters:
	a. Credit card type, credit card number, date of expiration, name on card,
	address, zip code
	b. The system displays a warning notice that no refunds will be issued.
	17. The Motoring Public selects "proceed" and the renewal is processed; the system
	displays the record on the screen to allow the Motoring Public to print or
	download the file (receipt).

18. The system displays the option for the Motoring Public to get an email reminder
for future renewals.

- 19. The system sends an email to confirm that future renewal reminders will be sent via email.
- 20. The system flags any renewals where insurance was not verified by TexasSure and forwards them to TxDMV Staff.
  - a. TxDMV Staff validates insurance.
  - b. The system displays three options:
    - i. Approve
    - ii. Hold
      - 1. Hold is used while validating the insurance requirement
    - iii. Decline
      - If declined, TxDMV Staff can select the reason for declining through a pop-up menu (Address, Insurance, County, other), and can also enter the reason for declining under "comments"
      - 2. If declined, TxDMV Staff can email the reason or generate a notice for mailing.
- 21. If a license plate replacement is required, the system populates with the next available plate number.
- 22. The system forwards the license plate and sticker orders to the Huntsville warehouse.
- 23. The Huntsville Warehouse ships the sitcker and plate. Refer to use case: ADMIN-1030 Fulfill License Plate and Sticker Order.
- 24. The system routes the fees owed to the County TAC based on the county of residence of the Motoring Public and updates the record.

#### Alternate Flow List:

<u>Alternate Flow 1</u> – Renew Registration by Mail

<u>Alternate Flow 2</u> – Renew Registration at the County TAC or Subcontractor Location

<u>Alternate Flow 3</u>: At any point during the interaction with the online self-service functionality, the Actor may initiate a request for web customer service. Refer to <u>use case</u>: <u>CRD-1092 Obtain Web Customer Support</u>.

# Alternate Flow Details:

#### <u>Alternate Flow 1</u> – Renew Registration by Mail

- The Motoring Public mails the renewal and payment to centralized processing; refer to use case: <u>ADMIN-1077 Process Incoming Documents and Initiate</u> Workflow.
- 2. The process continues with step 3.
- 3. The system checks for outstanding Scofflaw fees owed.
  - a. If Scofflaw fees are owed, the system stops the registration renewal and prints a notice informing the Motoring Public that they must bring proof of payment to a County TAC office to complete the registration renewal.
- 4. The system verifies:
  - VIN
  - Motoring Public address
  - Vehicle Information
  - Vehicle Type
  - Vehicle Make
  - Model

- Body Style
- Gross Weight
- Owner name
- License Plate Type
- Checks for any remarks that would prohibit registration
- 5. The system validates to the TexasSure Vehicle Insurance Verification Program to verify that the insurance requirements have been met.

Note: the system will prompt Staff to verify insurance manually if insurance has not been updated through TexasSure). The system will forward any renewals with address changes to TxDMV Staff.

- a. Staff selects the change of address option if the address on the form is different from the registration address in the system and changes the address in the vehicle record.
- 6. If new plates are required (every 7 years), the system will populate the plate number from inventory.
- 7. The system forwards the sticker/plate order to the Huntsville warehouse. Refer to use case: ADMIN-1030 Fulfill License Plate and Sticker Order.
- 8. The system routes the fees owed to the County TAC based on the county of residence of the Motoring Public and updates the record.

# <u>Alternate Flow 2</u> – Renew Registration at the County TAC or Subcontractor Location

- 1. The Motoring Public delivers the registration renewal and fees to the County TAC or Subcontractor location.
- 2. Staff logs into the system and selects "Registration.Renewal" and the system displays the vehicle search screen
- 3. Staff scans the renewal notice or enters the VIN or license plate number and the system retrieves the vehicle record.
- 4. The system checks for outstanding Scofflaw fees owed.
  - b. If Scofflaw fees are owed, the system stops the registration renewal and displays what fees are owed. Staff informs the Motoring Public that they must bring proof of payment to a County TAC office to complete the registration renewal.
- 5. Staff verifies:
  - VIN
  - Motoring Public address
  - Vehicle Information
  - Vehicle Type
  - Vehicle Make
  - Model
  - Body Style
  - Gross Weight
  - Owner name
  - Checks for any remarks that would prohibit registration
- 6. The system validates to the TexasSure Vehicle Insurance Verification Program to verify that the insurance requirements have been met.

Note: the system will prompt Staff to verify insurance manually if insurance has not been updated through TexasSure).

	7. 00.00	
	7. Staff verifies:	
	County of residence	
	Vehicle type	
	License plate type	
	8. Staff selects the change of address option if the address on the form is different	
	from the registration address in the system.	
	9. If new plates are required (every 7 years), the system will populate the plate	
	number from inventory.	
	10. The system prompts for payment.	
	11. Staff enters payment code and amount.	
	12. The system forwards the sticker/plate order to the Huntsville warehouse. Refer	
	to use case: ADMIN-1030 Fulfill License Plate and Sticker Order.	
	13. The system will display the Registration Receipt screen.	
	14. Staff selects the print option to print the registration receipt and gives it to the	
	Motoring Public.	
	15. The system routes the fees owed to the County TAC based on the county of	
	residence of the Motoring Public and updates the record.	
	a. The system calculates any fees owed to Subcontractors and issues electronic	
	payment.	
	Note: Subcontractors collect a \$1.00 fee for each renewal processed.	
Key Data	Last Four Digits of VIN	
Elements:	Plate Number	
	Motoring Public Contact Information	
	Credit Card Information	
Metrics/Measures:	1,504,692 online registration renewals in 2010	
	7.0% of total renewals	
	There are currently 178 counties out of 254 allowing IVTRS	
Legacy Systems:	TxOnline/IVTRS	
	• RTS	
Channels:	Online	

### 11.1.1.10 VTR-1525 Change Address

Primary Actor:	Motoring Public	Secondary Actors:	VTR/County TAC Staff
·			Regional Service Center Staff
Use Case Name:	Change Address		
Context	The Motoring Public may change the address on record either online or by visiting a County TAC Office or Regional Service Center.		
Use Case Goal:	The address is updated in the record.		
Div/Process Area:	Regional Operations – County TAC		

Pre-Conditions:	The Motoring Public can authenticate identity.	
Trigger:	Motoring Public requests a change of address.	
Post-Conditions:	The address record has been updated.	
	The Motoring Public has a receipt.	
Basic Flow:	1. The Motoring Public uses their login credentials to log into the system and select	
	change of address.	

	2. The Motoring Public changes the address in the record.	
	3. The system presents a receipt for printing or electronic storage.	
	4. The system updates the record.	
Alternate Flow List:	Alternate Flow 1: Change Address at the County TAC Office	
	Alternate Flow 2: At any point during the interaction with the online self-service	
	functionality, the Actor may initiate a request for web customer service. Refer to use	
	case: CRD-1092 Obtain Web Customer Support.	

Alternate Flow	Alternate Flow 1: Change Address at the County TAC Office		
	VTR/County TAC Staff types in the VIN or license plate number to locate the		
Details:			
	vehicle record in RTS.		
	2. VTR/County TAC Staff validates the Motoring Public's identification against the		
	record.		
	3. VTR/County TAC Staff selects address change option and updates the new		
	address.		
	4. VTR/County TAC Staff prompts the Motoring Public to determine if they would		
	like the Registration Renewal Reminder sent via email.		
	If yes, VTR/County TAC Staff enters the email address of the recipient.		
	5. VTR/County TAC Staff confirms the address and selects submit to finalize the		
	transaction.		
	6. VTR/County TAC Staff prints the registration and receipt and gives it to the		
	Motoring Public.		
Key Data	• VIN		
Elements:	Address		
Metrics/Measures:	Not available at this time		
Legacy Systems:	RTS		
Channels:	Online		
	Walk-In		

### 11.1.1.11 VTR-1540 Transfer Specialty Plate to Another Vehicle

Primary Actor:	Motoring Public	Secondary Actors:	VTR/County TAC Staff
Use Case Name:	Transfer Specialty Plate to Another Vehicle		
Context	The Motoring Public would like to transfer current specialty license plates to another		
	vehicle; this may be accomplished either online or at a County TAC or Regional		
	Service Center.		
	Specialty plates may also be transferred as a part of the title and registration process.		
	Refer to Use Case: Apply	for Texas Certificate of	Title and Registration.
Use Case Goal:	To transfer license plates	to another vehicle.	
Div/Process Area:	Regional Operations – Co	unty TAC	·

Pre-Conditions:	The Motoring Public has an existing registration with specialty plates.	
Trigger:	The Motoring Public requests a specialty plate transfer.	
Post-Conditions:	The license plates are transferred to the other vehicle in the TxDMV system	
Basic Flow:	1. The Motoring Public uses their logon credentials to log in to the system and	
	select the option to transfer plates.	

	<ol> <li>The Motoring Public enters the VIN for the new transfer vehicle</li> <li>The system confirms the ownership, address and vehicle.</li> <li>The Motoring Public confirms the transfer.</li> <li>The system updates the vehicle record.</li> </ol>
Alternate Flow List:	, ,

Alternate Flow	Alternate Flow 1: Transfer Specialty Plates at the County TAC or RSC		
Details:	The Motoring Public requests the transfer from the County TAC or RSC		
	2. VTR/County TAC Staff logs into the system, locates the vehicle record for the		
	other vehicle, and verifies ownership information.		
	3. VTR/County TAC Staff enters the current plate number in RTS to locate the existing vehicle record.		
	4. VTR/County TAC Staff confirms the specialty plate record ownership, address and vehicle.		
	5. VTR/County TAC Staff transfers the plates to the new vehicle.		
	6. The system updates the vehicle records.		
	Alternate Flow 2: Transfer Specialty Plates at a Dealership		
	Refer to use case: VTR-1475 Submit Dealer Title Transactions		
Key Data	Plate number		
Elements:			
Metrics/Measures:	Not available at this time		
Legacy Systems:	RTS		
Channels:	Online		
	Walk-In		

### 11.1.1.12 VTR-1545 Replace Lost, Stolen, Mutilated Plate/Sticker

Primary Actor:	Motoring Public	Secondary Actors:	VTR/County TAC Staff
Use Case Name:	Replace Lost, Stolen, Mutilated Plate/Sticker		
Context	When a license plate or sticker has been stolen, lost or mutilated, the Motoring Public can obtain replacements. Replacement plates and stickers can be ordered online, through the mail, or through local County TAC Offices or Regional Service Centers.  The Motoring Public completes and submits the Application for Replacement License Plate(s) and/or Registration (Form VTR-60) receive a replacement; this form is used when mailing the request to the TAC. If they are making the request in person, they may sign the back of the RTS receipt.		
	When a regular license pla and vehicle registration sti	icker.	unty TAC issues a new license plate

	A personalized specialty license plate can only be replaced if the license plate has been damaged or mutilated and the license plate is brought to the County TAC. In this instance, the Motoring Public keeps the sticker, and a new plate is ordered and mailed. If this type of plate has been stolen it cannot be re-manufactured and a new plate must be issued.
Use Case Goal:	To replace a lost, stolen or mutilated license plate or sticker.
Div/Process Area:	Regional Operations – County TAC

License whate an eticles has been lost etological according		
License plate or sticker has been lost, stolen or mutilated		
The Motoring Public submits Form VTR-60 together with a payment of fees in the		
form of cash, check, or money order.		
The Motoring Public has a replacement license plate and/or sticker.		
The Motoring Public uses their logon credentials to login to the system and request a replacement.		
2. The Motoring Public selects the items to be replaced:		
• Plates		
Stickers		
<ul> <li>Plates and stickers</li> </ul>		
3. The system prompts the Motoring Public to select the type of license plate:		
Same plate type		
Manufacture same plate		
Manufacture new plate		
Select from stock		
4. The system displays the fees and prompts for payment type.		
<ol><li>The Motoring Public selects payment type and makes payment.</li></ol>		
<ol><li>The system returns a receipt and a 60 day insignia to attach to the vehicle until the new plates/sticker arrive(s).</li></ol>		
7. The system forwards the order to the Huntsville warehouse.		
For fulfillment and delivery of the license plate, refer to use case: ADMIN-1030 Fulfill		
License Plate and Sticker Order.		
Alternate Flow 1: Replace Lost, Stolen or Mutilated Plate through the County TAC		
or Regional Service Center.		
Alternate Flow 2: At any point during the interaction with the online self-service		
functionality, the Actor may initiate a request for web customer service. Refer to <u>use</u>		
case: CRD-1092 Obtain Web Customer Support.		

Alternate Flow	Alternate Flow 1: Replace Lost, Stolen or Mutilated Plate through the County TAC		
Details:	or Regional Service Center.		
Details.	The Motoring Public delivers or mails the VTR-60 to the County TAC.		
	VTR/County TAC Staff reviews the application for completeness.		
	3. VTR/County TAC Staff enters the license plate number to retrieve the record and		
	verifies the information.		
	4. The system prompts VTR/County TAC Staff to select items to be replaced:		
	Plates		
	Stickers		
	Plates and stickers		
	5. The system prompts VTR/County TAC Staff to select the type of license plate:		
	Same plate type		
	Manufacture same plate		
	Manufacture new plate		
	Select from stock		

	<ol> <li>VTR/County TAC Staff collects the damaged license plate, if applicable.</li> <li>The system displays the fees and prompts for payment.</li> <li>VTR/County TAC Staff collects the payment and updates the record.</li> <li>The system returns a receipt and a 60 day insignia to attach to the vehicle until the new plates/sticker arrive(s).</li> <li>VTR/County TAC Staff either hands the receipt and insignia to the Motoring Public or mails them.</li> <li>The system forwards the order to the Huntsville warehouse.</li> <li>For fulfillment and delivery of the license plate, refer to use case: ADMIN-1030 Fulfill License Plate and Sticker Order.</li> </ol>
Key Data	Plate Number
Elements:	
Metrics/Measures:	Not available at this time
Legacy Systems:	RTS
Channels:	Walk-In
	Mail

### 11.1.1.13 VTR-1550 Order Specialty Plates

Primary Actor:	Motoring Public	Secondary Actors:	VTR/County TAC Staff
Use Case Name:	Order Specialty Plates		
Context	There are two ways of obtaining specialty license plates; online or by walk-in to the County TAC or Regional Service Center.  TxDMV offers a variety of specialty plates with different subjects and themes. Specialty plates are provided by two sources; the prison manufacturing facility and a 3 <sup>rd</sup> party vendor, My Plates. The Motoring Public must have a current Texas plate and registration to order My Plates specialty plates.  TxDMV offers a wide variety of specialty license plates, with a broad range of themes, designs and colors, such as:  • Military  • Collegiate		
	Organizations		
	There are two basic types of specialty plates; non-qualifying and qualifying. Anyone may order non-qualifying plates. Those ordering plates must present evidence that they are eligible to receive the plates; for example, disabled veteran plates.		
	For most plate designs, the Motoring Public can also choose to personalize the license plate number for an additional fee.		
		efer to use cases: VTR	t of an original registration or when -1470 Apply for Texas Certificate of gistration.
Use Case Goal:	To receive specialty plates.		
Div/Process Area:	VTR		

Pre-Conditions:	The Motoring Public must have a current registration.

Trigger:	The Motoring Public initiates the ordering of a specialty plates.		
Post-Conditions:	The Motoring Public has received the specialty plates.		
Basic Flow:	The Motoring Public navigates to the specialty plates order application at		
	TxOnline.		
	2. The system displays quick links to different plate themes:		
	Colleges and universities		
	Organizations		
	Sports Teams		
	Motorcycle		
	• Trailers		
	Personalized		
	My Plates     The Metarina Dublic colores the antion to create the plate and the quaters.		
	3. The Motoring Public selects the option to create the plate and the system		
	displays a list of available plate options.  4. The system prompts the Motoring Public to select the vehicle type (passenger,		
	motorcycle, etc.).		
	5. The system prompts the Motoring Public to choose the design.		
	6. The system prompts the Motoring Public to validate that the plate combination is		
	available by entering the plate message under type of plate and selecting "Check		
	Availability".		
	7. The system displays a message indicating whether the plate is available.		
	a. If not available, the Motoring Public must choose another option or abort		
	the process.		
	b. If the Motoring Public is applying for a qualifying plate, they may upload		
	imaged attachments that demonstrate their qualifications for the plate and save the application.		
	i. The system routes the application to TxDMV Registration		
	Services Staff		
	ii. TxDMV Registration Services Staff verifies the documentation		
	and returns the application to the workflow.		
	c. If the Motoring Public is ordering a personalized plate, the message		
	must be approved by TxDMV Registration Services Staff before the		
	plate can be issued.		
	i. The system routes the application to TxDMV Registration		
	Services Staff  ii TyDMV Registration Services Staff verifies the decumentation		
	ii. TxDMV Registration Services Staff verifies the documentation and returns the application to the workflow.		
	8. If available, the system displays the option to order the plate by selecting "Order		
	Now".		
	9. The system prompts the Motoring Public to select a purchase option and		
	displays the fees:		
	One Year		
	Five Years		
	• Ten Years		
	10. The system prompts the Motoring Public for contact information.		
	11. The Motoring Public may elect to have the plates shipped to their address or to		
	their local County TAC office.  12. The Motoring Public selects "Add to Cart".		
	13. The system validates the zip code and email address and prompts the Motoring		
	Public for credit card/billing information needed for check out.		
	14. The system validates the billing information and confirms the order.		
	15. The system prompts the Motoring Public to print the receipt; law enforcement		
	has a way to validate the vehicle while the plates are being shipped.		
	16. The system forwards the plate order to either the Huntsville manufacturing		
	facility or to My Plates.		

	<ul> <li>a. If the plates have been ordered from Huntsville, Refer to use case: <ul> <li>ADMIN-1030 Fulfill License Plate and Sticker Order.</li> </ul> </li> <li>b. If the plates have been ordered from My Plates, the system forwards the sticker order to the Huntsville warehouse. My Plates will ship the plates, and Huntsville will ship the sticker. Refer to use case: ADMIN-1030 Fulfill License Plate and Sticker Order.</li> </ul>	
Alternate Flow List:		

# Alternate Flow Details:

#### Alternate Flow 1: Order Specialty Plate at County TAC

- 1. The Motoring Public requests specialty plates at the County TAC.
- 2. VTR/County TAC Staff navigates to "Special Plates".
- 3. VTR/County TAC Staff enters the current plate number to locate the record.
- 4. VTR/County TAC Staff confirms the record ownership, address and vehicle.
- 5. The system prompts the VTR/County TAC Staff to enter plate type, organization, and request type (manufacture same, manufacture new, or select from inventory).
  - a. Depending on the selected option in the previous step, the VTR/County TAC Staff can enter the Motoring Public's personalized license plate number.
  - b. The system validates that the number is available, or prompts the VTR/County TAC Staff to enter another number.
  - c. If the Motoring Public is applying for a qualifying plate, VTR/County TAC Staff verifies the documentation supporting the qualification.
- 6. The system displays the option to order the plate by selecting "Order Now".
- 7. The system prompts the VTR/County TAC Staff to select a purchase option and calculates the fees:
  - One Year
  - Five Years
  - Ten Years
- 8. The Motoring Public may elect to have the plates shipped to their address or to their local County TAC office.
- 9. The VTR/County TAC Staff collects the fees and updates the record.
- 10. VTR/County TAC Staff enters the payment method, payment and check number.
- 11. VTR/County TAC Staff prints a temporary Specialty Plate insignia valid for 60 days that the Motoring Public attaches to the vehicle until the plate arrives in the mail.
- 12. The system forwards the plate order to either the Huntsville manufacturing facility or to My Plates.
  - c. If the plates have been ordered from Huntsville, <u>Refer to use case:</u> <u>ADMIN-1030 Fulfill License Plate and Sticker Order.</u>
- 13. If the plates have been ordered from My Plates, the system forwards the sticker order to the Huntsville warehouse. Refer to use case: ADMIN-1030 Fulfill License Plate and Sticker Order.

#### Alternate Flow 2 - Order a "Wall Hanger" Plate.

In this alternate flow, the process is the same with the exception of steps 7. b. and c.; the plate is not registered to a vehicle, but held so that is can be registered to a

	vehicle at a later date.
Key Data	Plate Type
Elements:	Plate Term
	Plate Fee
Metrics/Measures:	Not available at this time
Legacy Systems:	TxOnline
	• RTS
Channels:	Online
	Walk-in

## 11.1.1.14 VTR-1560 Order Supplies

Primary Actor:	VTR/County TAC Staff	Secondary Actors:	TxDMV Suppliers
Use Case Name:	Order Supplies		
Context	TxDMV office supplies fro that integrates or sends so examples of supplies that • Envelopes • Forms • Toner • Letterhead • Brochures • Posters	m TxDMV suppliers utilupply requests to the su	ractors, and dealers may order lizing an online self-service solution uppliers directly. The following are
Llas Casa Caslı	Luggage tags  To obtain TyDMV office or	unnline	
Use Case Goal:	To obtain TxDMV office supplies.		
Div/Process Area:	VTR		

Pre-Conditions:	The actor has login credentials to the TxDMV online self-service supply ordering	
	functionality.	
Trigger:	The supply requestor initiates a supply order via online self-service.	
Post-Conditions:	The supply requestor receives the ordered supplies.	
Basic Flow:	The supply requestor initiates a supply order via online self-service.	
	2. The TxDMV supplier receives the supply order and takes actions to fulfill the	
	order.	
	The supply requestor receives the ordered supplies.	
Alternate Flow List:	Alternate Flow 1: At any point during the interaction with the online self-service	
	functionality, the Actor may initiate a request for web customer service. Refer to use	
	case: CRD-1092 Obtain Web Customer Support.	

Alternate Flow	N/A
Details:	
Key Data	Date
Elements:	Supply Type
	Supply Quantity
	Inventory Number
Metrics/Measures:	N/A

Legacy Systems:	N/A
Channels:	Online

### 11.1.1.15 VTR-1565 Obtain Disabled Parking Placard/Plate

Primary Actor:	Customer	Secondary Actors:	VTR/County TAC Staff, TxDMV Registration Services Staff
Use Case Name:	Obtain Disabled Parking F	Placard/Plate	
Context	disability. Certain institution for disabled parking.  There is no fee for a place \$5.00 fee is charged to issue Disabled parking placards may choose either two Place In order to obtain disabled Application for Persons with VTR-214). The form is avacompleted online. The apphysician's assistant certification to the Interior on the In	ard issued to a person value a placard for a temporary and plates are issued acards, or one Plate and parking placards or plate and parking placards parking placards or the TxDMV valication must be acconfication, either by the plate application, or a separate of the plate of the plate application or a submitted in person or and placards expire in significant or submitted in person or and placards expire in significant or submitted in person or and placards expire in significant or an application of the placards expire in significant or an application of the person of the placards expire in significant or an application of the person	by the County TACs. The Customer d one Placard.  ates, the Customer must complete an Placard and/or License Plate (Form vebsite, and can be printed or npanied by a physician's or hysician's or physician's assistant rate original written prescription.  In documentation electronically resulting to the County TAC or x months, and permanent disabled
Use Case Goal:	To obtain disabled parking authorization.		
Div/Process Area:	VTR		

Pre-Conditions:	The Customer has completed VTR-214, and it is certified by a physician or		
	physician's assistant, or the Customer has an original prescription.		
Trigger:	The Customer delivers Form VTR-214 and physician certification to the TAC in		
	person or by mail.		
Post-Conditions:	The Customer has a disabled parking placard and/or plate.		
	The placard and/or plate are recorded in the RTS system.		
Basic Flow:	The Customer creates an account and completes the application online.		
	The Customer attaches the electronically notarized documentation.		
	a. If the application is for a temporary placard, the system prompts for payment.		
	b. The Customer selects the payment method and pays the fee.		
	3. The system routes the application to TxDMV Registration Services Staff.		
	4. TxDMV Registration Services Staff reviews the documentation to approve or		
	disapprove.		
	a. If not approved, TxDMV Registration Services Staff sends an email to the		
	Customer explaining the reason, and the system returns the payment.		
	5. When approved, the system routes a request for the plates/placard to the		
	Huntsville warehouse.		

	6. The Huntsville warehouse ships the plates/placard to the Customer or County TAC. Refer to use case: ADMIN-1030 Fulfill License Plate and Sticker Order.
Alternate Flow List:	Alternate Flow 1: Obtain a Disabled Plate/Placard through the County TAC.  Alternate Flow 2: At any point during the interaction with the online self-service functionality, the Actor may initiate a request for web customer service. Refer to use case: CRD-1092 Obtain Web Customer Support.

Alternate Flow	Alternate Flow 1: Obtain a Disabled Plate/Placard through the County TAC or RSC.		
Details:	The Customer delivers or mails Form VTR-214 to the County TAC or RSC.		
	2. If the application is mailed, refer to use case: ADMIN-1077 Process Incoming		
	Documents and Initiate Workflow.		
	a. The process continues with step 3.		
	3. VTR/County TAC Staff reviews the documentation for completion.		
	4. VTR/County TAC Staff logs into the system and enters: Customer name and		
	identity number, e.g., driver's license number or military ID number, and selects		
	the type of identification used.		
	5. VTR/County TAC Staff enters name and address of the Customer and selects		
	either temporary or permanent option.		
	a. If the placard is temporary, the County TAC Staff collects and enters the fee.		
	6. VTR/County TAC Staff prints a receipt.		
	7. The system routes a request for the plates/placard to the Huntsville warehouse.		
	8. The Huntsville warehouse ships the plates/placard to the Customer or County		
	TAC. Refer to use case: ADMIN-1030 Fulfill License Plate and Sticker Ord		
	9. VTR/County TAC Staff route the paper forms to centralized processing for		
	scanning. Refer to use case: ADMIN 1076 Archive Paperwork		
Key Data	Customer Information		
Elements:	Customer Identification Number		
	Placard/Plate Number		
	Plate/Placard Type (temporary or permanent)		
	Plate/Placard Expiration Date		
Metrics/Measures:	Not available at this time		
Legacy Systems:	RTS		
Channels:	Online		
	Walk-In		
	Mail		

## 11.1.1.16 VTR-1570 Obtain Nonresident Agricultural Permit

Primary Actor:	Motor Carrier	Secondary Actors:	VTR/County TAC Staff	
Use Case Name:	Obtain Nonresident Agricultural Permit			
Context	Motor Carriers located outside of Texas can obtain non-resident agricultural permits to transport seasonal agricultural products in Texas. The permit can be purchased for 30 day period. Only 3 permits may be issued during any single vehicle registration year.			
	The Motor Carrier applies for the non-residential agricultural permit by completing the Weight Affidavit and Application for the Temporary Registration of a Non-resident Commercial Vehicle, Form VTR-52-B, and providing proof of insurance.			
Use Case Goal:	To legally transport agricultural products in the State of Texas and for the movement of implements of husbandry used for harvesting the commodities for a specific time			

	frame provided such destination is not more than 75 miles from the place of production.
Div/Process Area:	Regional Operations – County TAC

Pre-Conditions:  Trigger:  The County TAC receives Form VTR-52-B from the Motor Carrier  Post-Conditions:  The Motor Carrier has a non-residential permit and the vehicle record is updated in RTS  Basic Flow:  1. The Motor Carrier uses their log in credentials to log into the system and selects the Nonresident Agricultural Permit application.  2. If the record is in the system, the system displays the record and the Motor Carrier is prompted to verify the appropriate registration class, plate and sticker type:  • Vehicle type (e.g. cotton, truck less than one ton, truck over one ton, etc.)
Post-Conditions:  The Motor Carrier has a non-residential permit and the vehicle record is updated in RTS  Basic Flow:  1. The Motor Carrier uses their log in credentials to log into the system and selects the Nonresident Agricultural Permit application.  2. If the record is in the system, the system displays the record and the Motor Carrier is prompted to verify the appropriate registration class, plate and sticker type:
Basic Flow:  1. The Motor Carrier uses their log in credentials to log into the system and selects the Nonresident Agricultural Permit application. 2. If the record is in the system, the system displays the record and the Motor Carrier is prompted to verify the appropriate registration class, plate and sticker type:
the Nonresident Agricultural Permit application.  2. If the record is in the system, the system displays the record and the Motor Carrier is prompted to verify the appropriate registration class, plate and sticker type:
Carrier is prompted to verify the appropriate registration class, plate and sticker type:
type:
Vehicle type (e.g. cotton, truck less than one ton, truck over one ton, etc.)
volicio typo toigi oottorii tracit iooo trian one torii tracit otto torii ottori
Vehicle class (truck less than one ton, truck over one ton, etc.)
Registration class
a. If the record is not in the system, the Motor Carrier also enters the vehicle information.
3. The Motor Carrier enters insurance information, or attaches proof of insurance to the application.
4. The system displays the plate and sticker type required for the vehicle class and calculates the fees.
5. The system prompts the Motor Carrier to fill out effective date and time for the start of the permit.
6. The system displays permit type and required fee, and prompts for payment.
7. The Motor Carrier enters the payment.
8. The system returns the option to print the permit along with a receipt, and/or save in electronic format.
9. The system updates the record.
Alternate Flow List: Alternate Flow 1: Obtain Nonresident Agricultural Permit from the County TAC/RSC Alternate Flow 2: At any point during the interaction with the online self-service
functionality, the Actor may initiate a request for web customer service. Refer to use case: CRD-1092 Obtain Web Customer Support.

Alternate Flow	Alternate Flow 1: Obtain Nonresident Agricultural Permit from the County TAC/RSC		
Details:	1. If the application is mailed, refer to use case: ADMIN-1077 Process Incoming		
2 0100.	Documents and Initiate Workflow.		
	2. The process continues with step 4.		
	3. The Motor Carrier delivers a completed Form VTR-52-B to the County TAC of RSC.		
	4. VTR/County TAC Staff logs into the system and searches for vehicle record by VIN.		
	5. If the record is in the system, the system displays the record and VTR/County TAC Staff is prompted to select the appropriate registration class, plate and sticker type:		
	<ul> <li>Vehicle type (e.g. cotton, truck less than one ton, truck over one ton, etc.)</li> <li>Vehicle class (truck less than one ton, truck over one ton, etc.)</li> <li>Registration class</li> </ul>		
	<ul> <li>If the record is not in the system, County TAC Staff enters the vehicle information</li> </ul>		
	6. The system displays the plate and sticker type required for the vehicle class and calculates the fees.		
	7. The system prompts the VTR/County TAC Staff to fill out effective date and time		

	for the start of the permit.			
	8. The system displays permit type and required fee.			
	9. VTR/County TAC Staff collects the fee and enters that customer has paid.			
	10. VTR/County TAC Staff selects the print option and the system prints the permit along with a receipt.			
	11. VTR/County TAC Staff delivers the permit and receipt to the Motor Carrier.			
	12. VTR/County TAC Staff forward the paperwork to centralized processing. Refer to			
	use case: ADMIN-1076 Archive Paperwork.			
Key Data	Motor Carrier contact information			
Elements:	• VIN			
	Vehicle type			
	Vehicle class			
	Registration class			
Metrics/Measures:	Not available at this time			
Legacy Systems:	RTS			
Channels:	Online			
	Walk-In			
	Mail			

#### 11.1.1.17 VTR-1575 Process Non-Sufficient Fund Check at TAC

Primary Actor:	VTR/County TAC Staff	Secondary Actors:	Customer, District Attorney (DA)	
Use Case Name:	Process Non-Sufficient Funds Check			
Context	When a check has been returned from the bank indicating insufficient funds in the account for payment (NSF), County TAC Staff issues a letter requesting the account to be paid within 10 days with an additional \$25 return check fee.  The letter also instructs the payer that unless payment is received, the case will be escalated to the District Attorney and may result in a civil case.			
Use Case Goal:	Collect on NSF checks			
Div/Process Area:	Regional Operations			

Pre-Conditions:	An insufficient funds check is returned from the bank to Accounting Finance Division		
Trigger:	The TxDMV Regional Service Center receives an email from Finance with a scanned image of the NSF check and forwards it to the County TAC.		
Post-Conditions:	Letter has been sent out and payment received.		
Basic Flow:	VTR/County TAC Staff opens the email and looks up the plate/vehicle information in the system.		
	<ul> <li>a. VTR/County TAC Staff confirms that this is not a duplicate title issue. If it is, the County TAC Staff calls the Customer to resolve the issue.</li> </ul>		
	2. VTR/County TAC Staff creates the letter and sends it to the person who wrote the check.		
	a. If the outstanding amount is less than \$5.45, the letter is sent via regul next day mail.		
	b. If the outstanding amount is greater than \$5.45, the letter is sent as registered certified mail.		
	3. VTR/County TAC Staff creates an entry in the Hot Check folder where checks are organized by dates.		
	<ul> <li>4. VTR/County TAC Staff reviews the checks that are due on today's date (i.e., 10 days have passed since the mail went out.</li> </ul>		
	5. VTR/County TAC Staff looks up the vehicle record in the system to verify		

	whether payment has been received.  6. If yes, the case is no longer pursued, and VTR/County TAC Staff updates the status.  7. If no:
	<ul> <li>County TAC Staff notifies the District Attorney via internal mail and attaches the appropriate form, a copy of the letter which was sent to the person who wrote the check, and a copy of the certified mail receipt.</li> </ul>
Alternate Flow List:	N/A

Alternate Flow	N/A	
Details:		
Key Data	Check Number	
Elements:	Check Amount	
	Check Collection Status	
Metrics/Measures:	Not available at this time	
Legacy Systems:	RTS	
Channels:	Mail, Email, internal Mail	

## 11.1.1.18 VTR-1580 Order Dealer/Subcontractor Equipment and Setup

Primary Actor:	Dealer/County	Secondary Actors:	County TAC Staff, IT Technical	
·	Subcontractor		Support Staff, VTR Staff	
Use Case Name:	Order Dealer Equipment and Setup			
Context	Licensed Dealers and County TAC Subcontractors who have been approved by the County TACs can obtain the use of TxDMV specialized laptops with TxDMV software, printers and bar-code scanning equipment.  The County TAC Subcontractor can request the Remote Sticker Printer System (RSPS) which allows the subcontractor to process registration renewals.  Dealers can request the Dealer Title Application (DTA) system. The DTA system captures title transactions on a flash-drive that are then uploaded to RTS to speed up title transaction processing and reduce dealer errors. Refer to Use Case: Process			
	Dealer Title Application  Note: for DTA and RSPS software, the County TAC is responsible for all support of the Dealer/Subcontractor.			
Use Case Goal:	To automate transactions between the Dealer or County TAC Subcontractor and the County TAC.			
Div/Process Area:	Regional Operations – County TAC			

Pre-Conditions:	The Dealer or County Subcontractor is licensed to do business.		
Trigger:	The Dealer or County Subcontractor contacts the County TAC and requests		
	equipment and setup.		
Post-Conditions:	The Dealer or County Subcontractor is approved or rejected for equipment to		
	automate transactions with the County TAC.		
Basic Flow:	1. The Dealer/Subcontractor contacts the local County TAC to request a contract.		
	2. The Dealer/Subcontractor signs a contract with the County TAC and provides		
	the County TAC with a surety bond. Once approved by the County TAC, they		
	send a letter to VTR to apply for the lease and use of the RSPS or DTA software		

	<ul> <li>and hardware.</li> <li>The application is either approved or rejected by the director of VTR and a letter is sent to the Dealer/Subcontractor with the decision.</li> <li>a. Once approved, a copy of the letter is sent to the TxDMV IT Technical Support Staff who creates a help desk ticket.</li> <li>b. Technical Support Staff provisions a laptop computer and images the system and loads with the operating system and the software application and configures user id and temporary password.</li> <li>c. Technical Support Staff contacts TxDOT IT staff to establish network and RTS accounts.</li> <li>d. The laptop, printer and equipment are shipped to the County TAC who is responsible for contacting the Dealer/Subcontractor for pickup of the system.</li> </ul>
Alternate Flow List:	N/A

Alternate Flow	N/A
Details:	
Key Data	Dealer/Subcontractor Contact Information
Elements:	
Metrics/Measures:	662,909 dealer transactions were processed in 2010
	2,361,395 subcontractor transactions were processed in 2010
Legacy Systems:	• RSPS
	• DTA
	• RTS
Channels:	Mail
	Walk-In

#### 11.1.1.19 VTR-1585 Obtain Token Trailer Plate

Primary Actor:	Motor Carrier	Secondary Actors:	VTR/County TAC Staff	
Use Case Name:	Obtain Token Trailer Plate			
Context	registration and with a ser for five-year token trailer li register/renew trailers for The Motor Carrier comple	Trucks or truck-tractors greater than one ton, with apportioned and combination registration and with a semi-trailer gross weight of 6,000 pounds or more, may apply for five-year token trailer license plates. All owners of token trailers have the option to register/renew trailers for 12, 24, or 36 months.  The Motor Carrier completes a Texas Application for Certificate of Title and Registration (Form VTR 130-U) to obtain the plate and needs to have proof of		
Use Case Goal:	To obtain a license plate for a trailer.			
Div/Process Area:	Regional Operations			

Pre-Conditions:	The Motor Carrier has proof of ownership.		
Trigger:	The Motor Carrier provides VTR 130-U and proof of ownership.		
Post-Conditions:	The Motor Carrier has a valid Texas token trailer plate.		
Basic Flow:	1. The Motor Carrier uses their log in credentials to log into the system and selects the Certificate of Title and Registration application.		
	2. The Motor Carrier completes the application and attaches proof of ownership.		
	The system prompts for payment.		

	4. The Motor Carrier enters the payment.		
	5. The system forwards the application to VTR/County TAC Staff.		
	6. VTR/County TAC Staff verifies the information is complete and correct.		
	<ul> <li>a. If the application is incomplete or incorrect, VTR/County TAC Staff send an email to the Motor Carrier requesting correction, and the system returns the</li> </ul>		
	payment.		
	7. When approved, the system updates the record, emails a receipt and forwards		
	the application to the Huntsville warehouse.		
	8. The Huntsville warehouse ships the plate to the Motor Carrier. Refer to use		
	case: ADMIN-1030 Fulfill License Plate and Sticker Order.		
Alternate Flow List:			
	Alternate Flow 1: At any point during the interaction with the online self-service		
	functionality, the Actor may initiate a request for web customer service. Refer to use		
	case: CRD-1092 Obtain Web Customer Support.		

Alternate Flow	Alternate Flow 1: Obtain Token Trailer Plate by Mail or Walk-In			
Details:	1. If the application is mailed, refer to use case: ADMIN-1077 Process Incoming			
	Documents and Initiate Workflow.			
	2. The process continues with step 4.			
	3. The Motor Carrier delivers the application and proof of ownership to the County			
	TAC of RSC.			
	4. VTR/County TAC Staff verifies the information is complete and correct.			
	5. The system displays all applicable fees and taxes.			
	VTR/County TAC Staff collects and enters the payment.			
	7. County TAC Staff prints the registration receipt.			
	8. The system forwards the order to the Huntsville warehouse.			
	9. The Huntsville warehouse ships the plates/placard to the Customer or County			
	TAC. Refer to use case: ADMIN-1030 Fulfill License Plate and Sticker Order.			
	10. VTR/County TAC Staff forward the paperwork to centralized processing. Refer to			
	use case: ADMIN-1076 Archive Paperwork.			
Key Data	Vehicle class			
Elements:	Vehicle weight			
	Registration class			
	Plate type			
Metrics/Measures:	Not available at this time			
Legacy Systems:	RTS			
Channels:	Walk-In			
	Mail			

#### 11.1.1.20 VTR-1590 Obtain Vehicle Transfer Permit

Primary Actor:	Vehicle Owner	Secondary Actors:		
Use Case Name:	Obtain Vehicle Transfer Permit			
Context	and registration sticker, th the vehicle to the County	When a Vehicle Owner purchases a vehicle and the seller keeps the license plates and registration sticker, the Vehicle Transfer Permit allows the Vehicle Owner to drive the vehicle to the County TAC for registration.  The Vehicle Transfer Permit can be obtained online at the TxDMV website.		

	The Vehicle Transfer Permit is valid for 5 days.
Use Case Goal:	To obtain a permit to legally transport a newly purchased vehicle
Div/Process Area:	Onlne service only

Pre-Conditions:	Valid VIN		
Trigger:	The Vehicle Owner submits the permit online.		
Post-Conditions:	The Vehicle Owner has printed a vehicle transfer permit, and can legally operate the vehicle for five days.		
Basic Flow:	<ol> <li>The Vehicle Owner goes to TxDMV online and selects the link to Vehicle Transfer Permit.</li> <li>The system prompts for the VIN.</li> <li>The Vehicle Owner enters the VIN.</li> <li>The system displays the vehicle information.</li> <li>The Vehicle Owner confirms the vehicle information is correct and enters:         <ul> <li>Name</li> <li>Address</li> <li>Phone</li> <li>Route</li> <li>Starting City</li> <li>Destination City</li> <li>Up to 3 intermediate points</li> </ul> </li> <li>The Vehicle Owner has the option of adding an additional Vehicle Owner.</li> <li>If the information is correct, the Vehicle Owner submits the request.</li> <li>The system displays the permit and the Vehicle Owner has the option to print.</li> </ol>		
Alternate Flow List:	Alternate Flow 1: At any point during the interaction with the online self-service functionality, the Actor may initiate a request for web customer service. Refer to use case: CRD-1092 Obtain Web Customer Support.		

Alternate Flow Details:	N/A
Key Data	Name
Elements:	Address
	Phone
	Route
Metrics/Measures:	Not available at this time
Legacy Systems:	TxDMV Website
Channels:	Online

## 11.1.1.21 VTR-1595 Register Non-Titled Trailer

Primary Actor:	Vehicle Owner	Secondary Actors:	VTR/County TAC Staff
Use Case Name:	Register Non-Titled Trailer		
Context			ners of non-titled trailers may opt to dentification number and a
Use Case Goal:	To have an official record	of the trailer in case of	theft.

Div/Process Area:	VTR
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Pre-Conditions:	The Vehicle Owner possesses a non-titled trailer.		
Trigger:	The Vehicle Owner requests that TxDMV register the trailer.		
Post-Conditions:	The Vehicle Owner has an identification number of some sort.		
	The TxDMV retains a record of the trailer.		
Basic Flow:	The Vehicle Owner uses their log in credentials to log into the system and colored non-titled trailor registration.		
	selects non-titled trailer registration.  2. The Vehicle Owner completes the application.		
	The vehicle Owner completes the application.     The system prompts for payment.		
	The System prompts for payment.     The Motor Carrier enters the payment.		
	The Motor Carrier enters the payment.     The system forwards the application to VTR/County TAC Staff.		
	6. VTR/County TAC Staff verifies the information is complete and correct.		
	b. If the application is incomplete or incorrect, VTR/County TAC Staff send an		
	email to the Motor Carrier requesting correction, and the system returns the		
	payment.		
	7. When approved, the system updates the record, emails a receipt and forwards		
	the application to the Huntsville warehouse.		
	8. The Huntsville warehouse ships the plate to the Motor Carrier. Refer to use case:		
	ADMIN-1030 Fulfill License Plate and Sticker Order.		
Alternate Flow List:	Alternate Flow 1: At any point during the interaction with the online self-service		
	functionality, the Actor may initiate a request for web customer service. Refer to use		
	case: CRD-1092 Obtain Web Customer Support.		

Alternate Flow	N/A
Details:	
Key Data	Trailer Identification Number
Elements:	
Metrics/Measures:	Not available at this time
Legacy Systems:	N/A
Channels:	Walk-In

## 11.1.1.22 VTR-1600 Process Surrendered Junk/Salvage Titles

Primary Actor:	Salvage Dealer	Secondary Actors:	TxDMV TCS Staff
Use Case Name:	Process Surrendered Junk or Salvage Titles		
Context	Salvage Dealers and metal recyclers must surrender the vehicle titles when a vehicle has been salvaged (junked) or destroyed for parts or for recycling purposes.  Typically, Salvage Dealers submit multiple applications and surrender a batch of titles at one time.		
	On the back end, Title Control Services (TCS) Staff does quality assurance to verify that the salvage titles have been correctly processed.		
Use Case Goal:	Process surrendered salvage and junk titles and ensure that the titles have been updated in the TxDMV vehicle record.		
Div/Process Area:	VTR		

Pre-Condition	s:	The vehicle has been salvaged or disassembled by a salvage, metal/scrap or recycle
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	dealer		
Trigger:	TxDMV receives an application for Inventory Receipt for Surrender Certification of Title or Other Evidence of Ownership (Form VTR–340)		
Post-Conditions:	The surrendered title has been processed in RTS, filed and TCS quality assurance has verified the result.  For out of state titles, the issuing state has been notified.		
Basic Flow:	<ol> <li>The Salvage Dealer uses their log in credentials to log into the system and selects the application.</li> <li>The Salvage Dealer scans the titles, submits the application online, attaches the titles and submits payment.</li> <li>The system emails a receipt.</li> <li>The Salvage Dealer mails the paper titles to TxDMV. refer to use case: ADMIN-1077 Process Incoming Documents and Initiate Workflow.</li> <li>If the application is mailed, refer to use case: ADMIN-1077 Process Incoming Documents and Initiate Workflow.         <ol> <li>The process continues with step 6.</li> </ol> </li> <li>TCS Staff opens the application and reviews the attached titles to ensure they match the application.         <ol> <li>If the number on the VTR-340 is not correct or missing TCS Staff contacts the Salvage Dealer to have them correct the error.</li> </ol> </li> <li>TCS Staff releases the update to the vehicle record.</li> <li>TCS Staff forwards the vehicle record updates to the National Motor Vehicle Title Information System (NMVTIS).</li> </ol>		
Alternate Flow List:	Alternate Flow 1: At any point during the interaction with the online self-service functionality, the Actor may initiate a request for web customer service. Refer to use case: CRD-1092 Obtain Web Customer Support.		

Alternate Flow Details:	N/A	
Key Data Elements:	<ul> <li>Period Start Date</li> <li>Period End Date</li> <li>Dealer License Number</li> <li>Dealer License Expiration Date</li> <li>Business Name</li> <li>Business Mailing Address</li> <li>License Plate Number</li> <li>State of License</li> <li>Vehicle Year</li> <li>Vehicle Make</li> <li>VIN</li> <li>Title/Document Number</li> <li>State of Title</li> </ul>	
Metrics/Measures:	276,393 salvage titles in 2010	
Legacy Systems:	RTS Global 360 Proprietary Systems	
Channels:	Mail-in or Walk-in	

# 11.1.1.23 VTR-1605 Assign/Re-Assign VIN

Primary Actor:	Vehicle Owner	Secondary Actors:	VRT/County TAC Staff
Use Case Name:	Assign/Re-Assign VIN		
Context	VIN numbers are assigned in cases where a custom or restored antique vehicle has been built from parts or assembled from a kit, and does not have a VIN number. A VIN number must be assigned in order to obtain a title and register the vehicle.		
	A vehicle is rebuilt salva or non-existent.	age or reconstructed a	reassigned for several reasons: and the VIN is damaged, unreadable
	does not match the VIN	of the frame.	vin number has been removed.
	To obtain or re-assign a VIN Assigned or Reassigned Nu		must provide an Application for N).
	This form contains a section which must be completed by law enforcement through an inspection that certifies the vehicle has been examined for a confidential VIN and is not stolen.		
	Alternately, the Vehicle Owner may present a court order certifying that the Vehicle Owner is the rightful owner of the vehicle. The VTR-68N must still be signed by law enforcement.		
	In addition, the Vehicle Owner must supply:		
	<ul> <li>Form VTR-61, Rebuilt Vehicle Statement (if the vehicle has been built from component parts, these parts must be listed on page 2 of the form), and signed by the rebuilder</li> <li>Bill of sale</li> <li>Weight slip</li> </ul>		
	Safety Inspection Report		
	A picture of the vehicle		
	Proof of financial responsibility (insurance)		
	For vehicles built after 1955, a VIN number is assigned. Texas considers vehicles built 1955 and earlier to be antique; antique vehicles are assigned a MotorT#, which serves as a VIN.		
	The VIN and Form VRT-61 are needed when applying for a title at the County TAC.		
Use Case Goal:	To obtain a valid VIN for a custom-built or restored vehicle.		
Div/Process Area:	Regional Operations		

Pre-Conditions:	The Vehicle Owner has completed VTR-68N		
	VTR-68N has been signed by law enforcement.		
	<ul> <li>The Vehicle Owner may have a court order certifying ownership.</li> </ul>		
	The Regional Service Center has received available VIN Numbers and/or		
	MotorT#'s from Headquarters.		
Trigger:	Vehicle Owner submits a VTR-68 N which is either signed by a law enforcement		
	officer, or is accompanied by a court order, to the Regional Service Center.		
Post-Conditions:	The vehicle is assigned a VIN.		
	The Vehicle Owner has foil decal with the new VIN placed on the vehicle, or:		

	The Vehicle Owner has a document (Form 68-N) with the new VIN that the
	Vehicle Owner can take to a welder to have the VIN stamped on the vehicle.
Basic Flow:	The Vehicle Owner delivers VTR-68N and accompanying documentation to the TAC or Regional Service Center (RSC).      VTR/County TAC Stoff reviews the VTR 68 N or the court order and other.
	2. VTR/County TAC Staff reviews the VTR-68 N or the court order and other
	required documentation:
	• Form VTR-61
	Bill of Sale
	Weight Slip
	Standard of Safety Form
	A picture of the vehicle
	Proof of Financial Responsibility (insurance)
	3. If the vehicle is determined to be built in 1995 or earlier, VTR/County TAC Staff
	assigns a Motor T# as the VIN (each Regional Service Center has been
	assigned a series of Motor T # from Headquarters).
	4. If the vehicle is determined to be built later than 1995, VTR/County TAC Staff
	issues an assembled vehicle number (TEX# + sequence number allocated from
	Headquarters) as the VIN.
	5. VTR/County TAC Staff records the issued VIN number.
	6. VTR/County TAC Staff enters the following:
	Year
	Make
	• VIN
	Action
	7. VTR/County TAC Staff prints VTR-68N signs it, giving the Vehicle Owner proof
	of VIN.
	8. VTR/County TAC Staff collects the \$2 fee and records the fee in the system.
	9. For re-assigned VINs, VTR/County TAC Staff prints the embossed decal and
	puts it on the vehicle (Note: VTR/County TAC Staff physically go to the vehicle to
	attach the decal to the vehicle).
Alternate Flow List:	N/A

Alternate Flow Details:	N/A	
Key Data Elements:	<ul> <li>Vehicle Owner Name</li> <li>Vehicle Owner Address</li> <li>Application Date</li> <li>Vehicle Make</li> <li>Vehicle Model</li> <li>Vehicle Year</li> <li>Body Style</li> <li>VIN</li> <li>Action</li> <li>License Number</li> <li>State of Issuance</li> <li>Month &amp; Year of Expiration</li> <li>Inspection Sticker Number</li> <li>Date of Inspection</li> <li>Inspection Expiration Date</li> </ul>	
Metrics/Measures:	2628 total for all regions in 2010	
Legacy Systems:	<ul><li>Mail Log</li><li>RTS</li></ul>	
Channels:	Walk-In	

## 11.1.1.24 VTR-1610 Apply for Certified Copy of Original Title (CCO)

Primary Actor:	Vehicle Owner	Secondary Actors: VTR/County TAC Staff	
Use Case Name:	Apply for Certified Copy of Original Title (CCO)		
Context	If a negotiable Texas Certificate of Title is lost or destroyed, a Vehicle Owner /(or authorized representative) can apply for duplicate title (CCO). There is a 30 day waiting period from the date of a previously issued CCO to obtain a duplicate CCO.		
	The Vehicle Owner must complete an Application for a Certified Copy of a Title (Form VTR-34) and submits it either online, by mail, or in person at a County TAC or Regional Service Center.		
Use Case Goal:	Obtain a CCO		
Div/Process Area:	Regional Operations - Regional Service Center		

Pre-Conditions:	The Vehicle Owner submitted VTR-34 to the TxDMV Regional Service Center via			
	mail or walk in. If a third party is applying for the CCO, the VTR 34 form must be			
	signed by the Vehicle Owner and a copy of the Vehicle Owner's driver's license mus			
T.:	be submitted.			
Trigger:	The Vehicle Owner submits a VTR-34.			
Post-Conditions:	The CCO has been issued or rejected.			
Basic Flow:	1. The Vehicle Owner uses their log on credentials to log and submits a VTR-34			
	and payment.			
	2. If the application is mailed, refer to use case: ADMIN-1077 Process Incoming			
	Documents and Initiate Workflow.			
	a. The process continues with step 3.			
	3. The system searches for the record;			
	a. If found: the system displays the record.			
	b. If not found: the application is rejected and the payment is returned.			
	4. The system validates the identification of the Vehicle Owner against the			
	ownership on record.			
	a. The system checks to see if there is a lien on the title.			
	5. When complete, the system displays title information and the control number of			
	the title to be issued.			
	6. The system displays the payment screen.			
	7. The VTR/County TAC Staff enters the fees (type of payment, check number,			
	amount).			
	For mail –in applications, there is a \$2.00 charge			
	For walk-in customers, the charge is \$5.45			
	8. The Vehicle Owner enters the payment.			
	9. The system delivers the CCO.			
Alternate Flow List:	Alternate Flow 1– If the Vehicle Owner is a walk-in customer and does not have a			
7	completed VTR-34, VTR/County TAC Staff can enter the VIN number in RTS and			
	bring up the vehicle record.			
	Alternate Flow 2 - At any point during the interaction with the online self-service			
	functionality, the Actor may initiate a request for web customer service. Refer to use			
	case: CRD-1092 Obtain Web Customer Support.			

Alternate Flow Details:	<ul> <li>Alternate Flow 1 – If the Vehicle Owner is a walk-in customer and does not have a completed VTR-34, VTR/County TAC Staff can enter the VIN number in RTS and bring up the vehicle record.</li> <li>1. VTR/County TAC Staff validates the identification of the Vehicle Owner against the ownership on record (the name and address of Vehicle Owner and applicant must match).</li> <li>2. VTR/County TAC Staff prints the screen which Vehicle Owner has to sign (in lieu of VTR 34).</li> <li>3. The Vehicle Owner signs the screen print.</li> <li>4. For walk-in customers, the Mail Log step above is not used; the CCO is handed directly to the applicant.</li> </ul>
Key Data Elements:	Name     Address
Elements.	Email Address
	Phone
	Date Received
	Date Complete
	• Fee
	Vehicle Year
	Vehicle Make
	Plate Number
	• VIN
	Customer ID
	• DOB
	Control Number
Metrics/Measures:	365,172 total CCO's issued by all regions in 2010
	87,854 of these were by mail     70,400 mail in a squared ways a significant of in 2040.
Lagany Cyatans	50,123 mail-in requests were rejected in 2010  DTS
Legacy Systems:	RTS CICS/MVDI
	Mail Log
Channels:	Online
	Mail
	Walk-In

# 11.1.1.25 VTR-1615 Process Registration Refunds

Primary Actor:	Motoring Public	Secondary Actors:	VTR/County TAC Staff	
Use Case Name:	Process Registration Refunds			
Context	Refund situations occur fo	Refund situations occur for several reasons, for example:		
	<ul> <li>Double Registration -</li> </ul>	Husband and wife both	n register the vehicle on the same	
	date.			
	<ul> <li>Registered in error –re</li> </ul>	egistration was purchas	sed and the vehicle was sold prior to	
	"effective date".			
	<ul> <li>Overcharged at the co</li> </ul>	ounty – the County TAC	c entered the incorrect weight and the	
	customer was charge	d too much.	_	
	The Motoring Public comp	oletes the Request for F	Refund Application (Form VTR-21).	
Use Case Goal:	To receive a registration r	efund.		
Div/Process Area:	Regional Operations			

Pre-Conditions:	The Motoring Public must have a current registration, receipt, plates and sticker.		
Trigger:	The Motoring Public requests a registration refund.		
Post-Conditions:	A refund has been issued.		
Basic Flow:	<ol> <li>If the application is mailed, refer to use case: ADMIN-1077 Process Incoming Documents and Initiate Workflow.         <ul> <li>a. The process continues with step 3.</li> </ul> </li> <li>VTR/County TAC Staff opens the record in the system.</li> <li>The system displays the latest registration receipt.</li> <li>VTR/County TAC Staff verifies that the previous receipt (required from the Motoring Public) overlaps with the receipt displayed in the system (note-the system only shows the latest receipt).</li> <li>VTR/County TAC Staff collects the plates and stickers.</li> <li>VTR/County TAC Staff selects the option of full or partial refund.         <ul> <li>a. A full refund includes the full 12 months of registration.</li> <li>b. A partial refund is for less than the full 12 month period.</li> </ul> </li> </ol>		
	7. The system generates a refund.		
Alternate Flow List:	N/A		

Alternate Flow	N/A	
Details:		
Key Data	Owner Name	
Elements:	Owner Address	
	• VIN	
	County	
	Regional Service Center	
	Refund Type	
	Date	
Metrics/Measures:	15,019 refunds were issued in 2010	
Legacy Systems:	RTS	
Channels:	Walk-In	
	Mail	

# 11.1.1.26 VTR-1620 Request Credit Fee Vouchers

Primary Actor:	Motoring Public	Secondary Actors:	VTR/County TAC Staff
Use Case Name:	Request Credit Fee Vouchers		
Context	The Motoring Public with a vehicle that has been wrecked and is no longer operable can obtain a credit fee voucher to be applied toward registration of a replacement vehicle, provided the prorated portion of the registration fee for the remainder of the year is more than \$15. License plates and stickers must be returned along with evidence that the vehicle was destroyed		
	A registration fee credit voucher valid for the current (or following registration year) will be issued only to the person whose name appears as the owner of the vehicle on the registration and title records at the time the vehicle was destroyed.  Registration fee credit vouchers are nontransferable and are not redeemable for cash.		
0 0 1			
Use Case Goal:	I o obtain credit for registr	ation of a replacement	vehicle when the currently registered

	vehicle has been wrecked and is no longer operable.
Div/Process Area:	Regional Operations

Pre-Conditions:	The registration is current and the vehicle has been wrecked /scrapped.
Trigger:	The Motoring Public submits the Application for Registration Fee Credit (Form 50-A):
	License plates and registration sticker
	Current registration receipt
	Photograph/evidence of destroyed vehicle
	Copy of an accident report or a signed statement by law enforcement to
	verify the date, location, and extent of the vehicle's destruction. If there
	wasn't a police report, a notarized statement is needed.
Post-Conditions:	The credit voucher is issued.
Basic Flow:	1. The Motoring Public completes Form 50-A and delivers either online, by mail or
	in person.
	2. If the application is mailed, refer to use case: ADMIN-1077 Process Incoming
	Documents and Initiate Workflow.
	a. The process continues with step 4.
	VTR/County TAC Staff confirms that the required information has been submitted.
	VTR/County TAC Staff runs an inquiry to see if the title has been transferred to a
	salvage yard or insurance company.
	a. If the inquiry reflects that a Texas Non-Repairable Salvage Title was issued -
	VTR/County TAC Staff proceeds to issue the voucher.
	b. If a Texas salvage title was issued, VTR/County TAC Staff advises the
	Motoring Public that the vehicle can be rebuilt and does not qualify for a
	voucher.
	4. VTR/County TAC Staff completes the Credit Fee Voucher and Form VTR-50B and delivers it to Motoring Public.
Alternate Flow List:	Alternate Flow 1: At any point during the interaction with the online self-service
	functionality, the Actor may initiate a request for web customer service. Refer to use
	case: CRD-1092 Obtain Web Customer Support.

Alternate Flow Details:	N/A
Key Data Elements:	<ul> <li>Motoring Public Name</li> <li>Motoring Public Email Address</li> <li>Wehicle Year</li> <li>Vehicle Model</li> <li>Vehicle Body Style</li> <li>License Plate Number</li> <li>VIN</li> <li>Title Document Number</li> <li>Registration Date</li> <li>Application Date</li> <li>Voucher Date</li> <li>Voucher Amount</li> </ul>
Metrics/Measures:	54 credit fee vouchers total for all regions were issued in 2010.
Legacy Systems:	RTS
Channels:	Online

•	Mail
•	Walk-In

## 11.1.1.27 VTR-1625 Request Certified Dealer Reassign/POA Forms

Primary Actor:	Dealer	Secondary Actors:	VTR/County TAC Staff		
Use Case Name:	Request Dealer Reassign/POA				
Context	When a Dealer sells a vehicle to another Dealer, the Dealers can "reassign" the vehicle by signing the back of the title and are not required to notify TxDMV. Dealer Reassignments, (Form VTR-41-A) is for reassigning the title to another Dealer or customer.				
		These forms are available in electronic format through a Dealer TxDMV account. The Dealer may log into the account to complete the forms and print the completed form locally.			
	Dealers may order forms via mail. Administrative Services stocks these blank forms in inventory and supply Dealers upon request.				
	A Secured Power Of Attorney, (Form VTR-271-A) is used when the owner does not have the title at the time of trade in. Part A - The owner gives power of attorney to the dealership to sign for them once the title is paid off and the lien holder sends the title to the dealership or the title is lost and the dealership is going to get a CCO to replace the lost title.				
		ouyer gives the Dealers	vehicle and has not received the tile hip the power of attorney to sign for ompleted by the buyer.		
	Electronic titling would eli				
Use Case Goal:	To obtain Certified Dealer	Reassign or POA.			
Div/Process Area:	Administrative Services				

Pre-Conditions:	The Dealer is licensed in Texas.			
	Dealer Reassign forms and POA forms are available in the TxDMV Regional			
	Service Center inventory.			
Trigger:	Request for POA or Certified Dealer Reassign is delivered to TxDMV.			
Post-Conditions:	Dealer POAs (Form 271-A) or Certified Dealer Reassign forms (Form 41-A) have			
	been issued to the Dealer.			
Basic Flow:	The Dealer logs into their TxDMV account and selects the form.			
	2. The Dealer completes the form.			
	3. The system updates the vehicle record.			
	4. The system assigns a control number to the item.			
	5. The Dealer prints the requested form.			
Alternate Flow List:	Alternate Flow 1: Request Dealer Forms via Mail			
	Alternate Flow 2: At any point during the interaction with the online self-service			
	functionality, the Actor may initiate a request for web customer service. Refer to use			
	case: CRD-1092 Obtain Web Customer Support.			
	<u>'</u>			

Alternate Flow	Alternate Flow 1: Request Dealer Forms via Mail	
	'	

Details:	1. The Dealer submits the request for a Certified Dealer Reassign and/or POA and attaches the dealer license number, a copy of the driver license of the person requesting the forms via mail.		
	<ol> <li>Administrative Services Staff validates the Dealer against the system.</li> <li>Administrative Services Staff selects the appropriate forms and checks them out by updating the system.</li> <li>Dealer name</li> </ol>		
	Control #s allocated to the dealer		
	<ul> <li>Agent who assigned out to (if in person) and agent ID number</li> </ul>		
	P-Number (Dealer Number)		
	Administrative Services Staff mails the forms.		
Key Data	Dealer name		
Elements:	Dealer GDN		
	<ul> <li>Control #s of the forms allocated to the dealer (Form 271-A and Form 41-a)</li> <li>Agent who assigned out to (if in person) and agent ID number (Driver License number)</li> </ul>		
	P-Number (Dealer Number)		
	Sign out date		
Metrics/Measures:	Not available at this time		
Legacy Systems:	Manual Process/No system used		
Channels:	Mail		
	• Fax		
	Walk-In		

# 11.1.1.28 VTR-1630 Request Auction Receipts

Primary Actor:	Law Enforcement	Secondary Actors:	VTR/County TAC Staff
Use Case Name:	Request Auction Receipts		
Context	reasons) at public auction Auction Sales Receipt wh vehicle. The sales receipt Law Enforcement can accorder paper forms.	s. As part of the sale, L ich provides the buyer can be used to apply for ess the receipt online t	seized (through drug raids or other Law Enforcement issues a Vehicle with evidence of ownership of the or a title at the County TAC.  Through their self-service account or only the inventory items with control
Use Case Goal:	To receive a supply of Au	ction Sales Receipt For	rms.
Div/Process Area:	Regional Operations	_	_

Pre-Conditions:	Auction Sales Receipts are available in the TxDMV Regional Service Center	
	inventory.	
Trigger:	Law Enforcement visits the Regional Service Center to request Auction Sales	
	Receipts.	
Post-Conditions:	Auction Sales Receipt has been issued to the Law Enforcement agent.	
Basic Flow:	Law Enforcement log in credentials to log into the system and selects the	
	Auction Sales Reciept.	
	2. Law Enforcement enters the sales data and prints the receipt.	

Alternate Flow List:	Alternate Flow 1: At any point during the interaction with the online self-service	
	functionality, the Actor may initiate a request for web customer service. Refer to use	
	case: CRD-1092 Obtain Web Customer Support.	
	Alternate Flow 2: Law Enforcement Orders paper forms. Refer to use case: VTR	
	1560 Obtain Supplies	

Alternate Flow	N/A	
Details:		
Key Data	Law Enforcement Entity Contact Information	
Elements:	Control #s of the forms allocated	
	<ul> <li>Agent who assigned out to (if in person) and agent ID number</li> </ul>	
	Sign out date	
Metrics/Measures:	Not available at this time	
Legacy Systems:	Manual Process/No system used	
Channels:	Online	
	Mail	

# 11.1.1.29 VTR-1635 Distribute VTR Error Report

Primary Actor:	System Initiated	Secondary Actors:	VTR/County TAC Staff
Use Case Name:	Distribute VRT Error Reports		
Context	Each County TAC and Regional Service Center (RSC) receives a report each		
	day of errors made at their location		
Use Case Goal:	To correct County TAC St	aff data errors.	
Div/Process Area:	Regional Operations – Regional Service Center		

Pre-Conditions:	The error has been found in the system.		
Trigger:	The system runs the error reports daily and sends them to the corresponding office.		
Post-Conditions:	The error is corrected and management retains the information for employee		
	feedback and training.		
Basic Flow:	The system generates and sends the reports.		
	2. The County TAC Offices and RSC's receive the reports.		
Alternate Flow List:	N/A		

Alternate Flow	N/A
Details:	
Key Data	Error Date
Elements:	Error Type
	Error County
	Error Staff ID
	Error Correction Date
Metrics/Measures:	Not available at this time
Legacy Systems:	Email
	RTS Exception Report
Channels:	Email

#### 11.1.1.30 VTR-1645 Conduct Annual County TAC Audit

Primary Actor:	TxDMV Regional	Secondary Actors:	County TAC staff
·	Service Center Staff	•	
Use Case Name:	Conduct Annual County T	AC Audit	
Context	region at least once a yea	r.	to audit each County TAC within its erminals, printers, etc.), and reports.
Use Case Goal:	Create a County TAC Aud	lit report.	
Div/Process Area:	Regional Operations - Regional Operations	gional Service Center	

Pre-Conditions:	None		
Trigger:	Driven by annual schedule		
Post-Conditions:	The TxDMV Regional Service Center has produced a report on audit results.		
Basic Flow:	TxDMV Regional Service Center Staff schedules the audit with the County TAC		
	and travels to the site.		
	TxDMV Regional Service Center Staff requests that County TAC staff print a		
	current inventory report.		
	3. TxDMV Regional Service Center Staff uses a pre-printed checklist to physically		
	inspect the inventory and equipment and compare it to the RTS inventory on		
	hand and RTS and inventory received. The inventory on hand should be equal		
	to:		
	a. Starting inventory, plus;		
	b. Received orders, minus		
	c. Sold items		
	4. TxDMV Regional Service Center Staff compiles a report to send to the County		
	TAC.		
	a. If no missing items have been found, TxDMV Regional Service Center Staff		
	prepares a congratulation letter.		
	b. If missing items are found:		
	<ol> <li>The letter asks the County TAC to investigate the missing item.</li> </ol>		
	5. TxDMV Regional Service Center Staff sends the letter to the County TAC.		
	6. TxDMV Regional Service Center Staff enters the audit information into the		
	system indicting audit results.		
Alternate Flow List:	N/A		

Alternate Flow	N/A
Details:	
Key Data	County TAC Identifier
Elements:	Audit Date
	Audit Period
	Starting inventory
	Received orders
	Sold items

Metrics/Measures:	N/A
Legacy Systems:	RTS
Channels:	In Person

#### 11.1.1.31 VTR-1650 Obtain Annual NAFTA Permit

Primary Actor:	Motor Carrier	Secondary Actors:	VTR/County TAC Staff
Use Case Name:	Obtain Annual NAFTA An	nual Permit/Plate	
Context:	North American Free Trade Agreement (NAFTA) Permits allow Foreign Motor Carriers to operate in the USA. NAFTA Permits can cover trucks, truck tractors, trailers, or both. Registration permits receipts and plates are issued for truck/tractors, and trailers.		
	NAFTA Permit/Plate Applications may be submitted online, via mail or at a County TAC Office or Regional Service Center (RSC).		
	Typically, NAFTA permits and plates are handled by title services agents that represent the foreign Motor Carriers and fleet owners. Title services agents will often deliver several hundred applications for NAFTA permits at a time.		
	The following documents must be included:		
	<ul> <li>Proof of financial responsibility in the form of liability insurance (must be in English) for the truck/tractor. Insurance is not needed for a trailer or semi-trailer.</li> </ul>		
	<ul> <li>Proof of residency/domicile in a foreign country.</li> <li>Proof of ownership for vehicle(s)</li> </ul>		
	<ul> <li>Signed letter of authorization on business letterhead from the Foreign Motor Carrier to authorize the representing agent (if applicable).</li> </ul>		
Use Case Goal:	To obtain NAFTA Permit t	o legally operate in the	commercial border zone.
Div/Process Area:	Regional Operations		

Pre-Conditions:	The Motor Carrier's commercial motor vehicle, trailer or semi-trailer must be owned		
	by a foreign entity (individual or company).		
Trigger:	Application for NAFTA Annual permit, Form VTR-29-NAFTA (Texas Annual		
	Registration Permit Application) is submitted online, via mail or on a walk-in basis.		
Post-Conditions:	NAFTA Annual Registration Permit receipt, plates and sticker are produced and		
	delivered to the Motor Carrier or authorized representative.		
	Plate inventory has been updated.		
	The sticker inventory has been updated.		
	Fees have been recorded.		
Basic Flow:	1. The Motor Carrier uses their log in credentials to log into the system and selects		
	the Annual NAFTA Permit application.		
	2. The Motor Carrier enters the vehicle information.		
	Country of Origin		
	Vehicle information		
	<ul> <li>Equipment Number</li> </ul>		
	o Year		
	o Make		
	o Body Style		

	VIN     For each vehicle (tractor and trailer), VTR/County TAC Staff enters:	
	Gross weight for the truck and/or tractor, trailer weight	
	Plate number of the trailer, truck, tractor	
	4. The Motor Carrier attaches the supporting documentation.	
	5. The Motor Carrier selects the County TAC or RCS they wish to have the	
	plates/stickers shipped to for pick up.	
	6. The system calculates the fees and prompts for payment.	
	7. The Motor Carrier enters the payment.	
	8. The system validates the vehicle record.	
	<ul> <li>If the vehicle record indicates a salvage/export notation, the system rejects the application and returns the payment.</li> </ul>	
	If the record contains a stolen remark, the system rejects the application,      The record contains a stolen remark, the SPSC.      The record contains a stolen remark, the system rejects the application,      The record contains a stolen remark, the system rejects the application,      The record contains a stolen remark, the system rejects the application,      The record contains a stolen remark, the system rejects the application,      The record contains a stolen remark, the system rejects the application,      The record contains a stolen remark, the system rejects the application,      The record contains a stolen remark, the system rejects the application,      The record contains a stolen remark, the system rejects the application,      The record contains a stolen remark, the system rejects the application,      The record contains a stolen remark, the system rejects the application,      The record contains a stolen remark, the system rejects the application of the remark and the	
	returns the payment, and sends an alert to DPS.  9. The system also checks to see if there is a current NAFTA permit issued. If	
	currently registered, and owner on record is not the one requesting permit in the	
	office, the system rejects the application and asks that a bill of sale or other	
	evidence of transfer be provided.	
	10. The system forwards the application to VTR/County TAC Staff.	
	11. VTR/County TAC Staff examines the application and the additional documents submitted.	
	12. VTR/County TAC Staff confirms that the supporting documentation is complete.	
	If the the documentation is not complete, VTR/County TAC Staff contacts the applicant for corrections.	
	13. When VTR/County TAC Staff approve the application, the system sends a	
	NAFTA Annual Registration Permit Receipt for each vehicle to the Motor Carrier.	
	14. The system routes the order for plates/stickers to the Huntsville warehouse.	
	15. The Huntsville warehouse ships the plates/stickers to the County TAC or RSC	
	for pick up. Refer to use case: ADMIN-1030 Fulfill License Plate and Sticker	
	Order.	
Alternate Flow List:	Alternate Flow 1: Obtain Annual NAFTA Permit though TAC or RSC	
	Alternate Flow 2: At any point during the interaction with the online self-service	
	functionality, the Actor may initiate a request for web customer service. Refer to use	
	case: CRD-1092 Obtain Web Customer Support.	

# Alternate Flow Details:

#### Alternate Flow 1: Obtain Annual NAFTA Permit though TAC or RSC

- 1. If the application is mailed, <u>refer to use case: ADMIN-1077Process Incoming Documents and Initiate Workflow.</u>
- 2. The process continues with step 3.
- 3. TxDMV Regional Service Center Staff examines the application and the additional documents submitted.
- 4. VTR/County TAC Staff confirms that the application is complete.
  - If the application is not complete, VTR/County TAC Staff contacts the applicant for corrections.
- 5. VTR/County TAC Staff searches the system for the vehicle record.
- 6. If the vehicle is in the system, the system displays the vehicle record.
- 7. VTR/County TAC Staff validates the vehicle record.
  - If the vehicle record indicates a salvage/export notation, VTR/County TAC Staff rejects the application.
  - If the record contains a stolen remark, the application is rejected.
- 8. TxDMV Staff also verifies to see if there is a current NAFTA permit issued. If currently registered, and owner on record is not the one requesting permit in the office, Staff rejects the request and asks that a bill of sale or other evidence of transfer be provided.

	9. VTR/County TAC Staff enters the vehicle information.		
	Owner or lessee Information     Country of Origin		
	Country of Origin		
	Vehicle information		
	<ul> <li>For each vehicle, the Staff enters:</li> </ul>		
	<ul><li>Equipment Number</li></ul>		
	Year		
	<ul><li>Make</li></ul>		
	■ Body Style		
	• VIN		
	10. For each vehicle (tractor and trailer), VTR/County TAC Staff enters:		
	<ul> <li>Gross weight for the truck and/or tractor, trailer weight</li> </ul>		
	<ul> <li>Plate number of the trailer, truck, tractor</li> </ul>		
	11. The system calculates the fees.		
	12. VTR/County TAC Staff collects the fees due from the Foreign Motor Carrier.		
	13. VTR/County TAC Staff prints a NAFTA Annual Registration Permit Receipt for		
	each vehicle.		
	14. The system routes the order for plates/stickers to the Huntsville warehouse.		
	15. The Huntsville warehouse ships the plates/stickers to the County TAC or RSC		
	for pick up. Refer to use case: ADMIN-1030 Fulfill License Plate and Sticker		
	<u>Order.</u>		
Key Data	Owner/Lessee Name, Address		
Elements:	• Zip		
	Country		
	• Phone		
	• VIN		
	Equipment Number		
	Year		
	Make		
	Body Style		
	Gross Weight		
	Annual Plate Number		
	Plate Suffix		
	Sticker Number		
	Registration Fee		
	Office of Issuance		
	Date		
	Expiration Date		
Metrics/Measures:	5.402 NAFTA permits were issued in 2010.		
Legacy Systems:	• RTS		
	Mail Log		
Channels:	Online		
	Mail		
	Walk-In		
	1		

#### 11.1.1.32 VTR-1655 Renew Annual NAFTA Permit

Primary Actor:	Motor Carrier	Secondary Actors:	VTR/County TAC Staff
_		•	VDM staff( to update Annual
			NAFTA Permit information in RTS)
Use Case Name:	Renew Annual NAFTA Annual Permit		

Context:	NAFTA Permits must be renewed annually. The majority of annual renews are bulk renewals.
Use Case Goal:	To operate legally in the U.S.A in the upcoming year.
Div/Process Area:	Regional Operations - Regional Service Center

Pre-Conditions:	The Motor Carrier's commercial motor vehicle, trailer or semi-trailer must be owned by a foreign entity (individual or company) and the vehicles have a NAFTA permit for the previous year in Texas.		
Trigger:	Application for NAFTA annual permit, (Form VTR-29-NAFTA) (Texas Annual Registration Permit Application) is submitted via mail or through TxDMV Regional Service Center on a walk-in basis.		
Post-Conditions:	NAFTA Annual Registration Permit receipt, plates and sticker are produced and given to the Motor Carrier.		
Basic Flow:	The Motor Carrier initiates a NAFTA permit renewal in the system. The renewal period is one year.		
	The Motor Carrier must fax proof of insurance to VTR/County TAC Staff or upload it into the system.		
	<ol> <li>Incoming faxes are processed and the workflow presents VTR/County TAC Staff with their needed actions. Refer to <u>Use Case: ADMIN-1077 Process Incoming</u> Documents and Initiate Workflow.</li> </ol>		
	4. Once VTR/County TAC Staff receive and verify the required documents from the Motor Carrier, the staff updates the system and contacts the Motor Carrier to let them know they can proceed with registration.		
	<ol><li>The Motor Carrier logs into the system online and pays the registration amount in the system.</li></ol>		
	6. The system allows the Motor Carrier to print the permits and save them in electronic format.		
	7. The system forwards the sticker order to the Huntsville warehouse.		
	8. The Huntsville warehouse ships the stickers to the County TAC or RSC		
	for pick up. Refer to use case: ADMIN-1030 Fulfill License Plate and		
	Sticker Order.		
Alternate Flow List:	Alternate Flow 1: At any point during the interaction with the online self-service		
	functionality, the Actor may initiate a request for web customer service. Refer to <u>use</u> case: CRD-1092 Obtain Web Customer Support.		
	Alternate Flow 2: Renew Annual NAFTA Permit by mail or walk-in		
	Titoriate Flow Z. Nellew Allindarian FAT Chilledy Hall of Walk-III		

Alternate Flow	Alternate Flow 2: Renew Annual NAFTA Permit by mail or walk-in		
Details:	1. If the application is mailed, refer to use case: ADMIN-1077 Process Incoming		
	Documents and Initiate Workflow.		
	2. The process continues with step 3.		
	3. The Motor Carrier must provide the original Application for Annual NAFTA Permit and proof of insurance to VTR/County TAC Staff.		
	4. The system calculates the fees.		
	<ol> <li>receive and verify the required documents from the Motor Carrier, the staff updates the system and contacts the Motor Carrier to let them know they can proceed with registration.</li> </ol>		
	6. The Motor Carrier logs into the system online and pays the registration amount in the system.		
	7. VTR/County TAC Staff print the permits for the Motor Carrier.		
	8. The system forwards the sticker order to the Huntsville warehouse.		
	9. The Huntsville warehouse ships the stickers to the County TAC or RSC		

	for pick up. Refer to use case: ADMIN-1030 Fulfill License Plate and		
	Sticker Order.		
Key Data	Equipment Number		
Elements:	Year		
	Make		
	Body Style		
	Gross Weight		
	Current Plate Number (NAFTA)		
	Owner/Lessee Name, Address		
	• Zip		
	Country		
	Phone		
	Annual Plate Number		
	Plate Suffix		
	Sticker Number		
	Sticker Suffix		
Metrics/Measures:	Not available at this time		
Legacy Systems:	• RTS		
	Mail Log (MS Access)		
Channels:	Online		
	Mail		
	Walk-In		

## 11.1.1.33 VTR-1660 Obtain Weight Increase for NAFTA Trailer

Primary Actor:	Motor Carrier	Secondary Actors:	VTR/County TAC Staff VDM Staff( to update Annual NAFTA Permit information in RTS)
Use Case Name:	Obtain Weight Increase fo	or NAFTA Trailer	The state of the state of the state of the state of
Context:	NAFTA) the Motor Carrier is calculated as part of the The weight can be raised limit in Texas.  In order to raise the weigh account, or presents the common terms of t	registers the gross we permit fee. on NAFTA Annual Permit, the Motor Carrier characterist annual permit resist Application, Form VT	ual NAFTA Permit, (Form VTR-29 ight of the vehicle. The gross weight mits up to the legal maximum weight anges the weight online in their eceipt along with a new NAFTA Texas R-29 NAFTA, showing the new rmit fee.
Use Case Goal:	To increase the weight that	at the Motor Carrier is a	authorized to transport in the U.S.A.
Div/Process Area:	Regional Operations - Regional Service Center		

Pre-Conditions:	The Motor Carrier has a current annual NAFTA permit and permit receipt.		
Trigger:	The Motor Carrier submits a request for weight increase.		
Post-Conditions:	The Motor Carrier has an Annual NAFTA Permit updated to the new weight limit.		
Basic Flow:	1. The Motor Carrier initiates a weight increase by logging in to their account.		
	The Motor Carrier selects the vehicle enters the new weight.		

	<ol> <li>The system calculates the fees and prompts for payment.</li> <li>The Motor Carrier enters payment information.</li> <li>The system allows the Motor Carrier to print the updated permit and also save it in electronic format.</li> </ol>
Alternate Flow List:	Alternate Flow 1: Obtain Weight Increase for NAFTA Trailer by mail or walk-in Alternate Flow 2: At any point during the interaction with the online self-service functionality, the Actor may initiate a request for web customer service. Refer to use case: CRD-1092 Obtain Web Customer Support.

Alternate Flow Details:	<ol> <li>Alternate Flow 1: Obtain Weight Increase for NAFTA Trailer by mail or walk-in</li> <li>The Motor Carrier delivers a completed VTR-29 NAFTA and current permit receipt to the Regional Service Center.</li> <li>VRT/County TAC Staff enters the new vehicle weight.</li> <li>The system calculates the fees and prompts for payment.</li> <li>VTR/County TAC Staff collect the fees and update the record.</li> <li>VTR/County TAC Staff print the updated permit and give it to the Motor Carrier.</li> </ol>	
Key Data Elements:	<ul> <li>Owner or Lessee Name</li> <li>Owner of Lessee Contact Information</li> <li>VIN</li> <li>Gross Weight</li> <li>Registration Fee</li> <li>Office of Issuance</li> <li>Date</li> <li>Expiration Date</li> </ul>	
Metrics/Measures:	Not available at this time	
Legacy Systems:	RTS	
Channels:	<ul><li>Online</li><li>Mail</li><li>Walk-In</li></ul>	

## 11.1.1.34 VTR-1665 Obtain Replacement of NAFTA Permit Plate

Primary Actor:	Motor Carrier	Secondary Actors:	VTR/County TAC Staff
Use Case Name:	Obtain Replacement of NAFTA Permit Plate		
Context:	order it online, or submit the	he current annual perm	nit Plates, the Motor Carrier may nit receipt along with a new NAFTA form VTR-29 NAFTA) in person or via
Use Case Goal:	To replace a damaged or lost NAFTA permit plate.		
Div/Process Area:	Regional Operations		

Pre-Conditions:	The Motor Carrier has a current annual NAFTA permit and permit receipt.
Trigger:	The Motor Carrier submits Form VTR-29 NAFTA.
Post-Conditions:	The Motor Carrier has a valid NAFTA permit plate.
Basic Flow:	1. The Motor Carrier uses their log in credentials to log into the system and select

	plate replacement.	
	2. If the application is mailed, refer to use case: ADMIN-1077 Process Incoming	
	Documents and Initiate Workflow.	
	a. The process continues with step 4.	
	3. The system calculates and displays the fees.	
	4. The Motor Carrier enters the payment.	
	5. The system generates a receipt.	
	6. The Motor Carrier may both print and save an electronic copy of the receipt.	
	7. The system routes the plate order to the Huntsville warehouse.	
	8. The Huntsville warehouse ships the plates/placard to the County TAC or	
	Regional Service Center for pickup. Refer to use case: ADMIN-1030 Fulfill	
	License Plate and Sticker Order.	
Alternate Flow List:	Alternate Flow 1: At any point during the interaction with the online self-service	
	functionality, the Actor may initiate a request for web customer service. Refer to use	
	case: CRD-1092 Obtain Web Customer Support.	
	Alternate Flow 2: Obtain Replacement of NAFTA Permit Plate via Mail or Walk-In	
Alternate Flow List:	Alternate Flow 1: At any point during the interaction with the online self-service functionality, the Actor may initiate a request for web customer service. Refer to use	

Alternate Flow	Alternate Flow 2: Obtain Replacement of NAFTA Permit Plate via Mail or Walk-In	
Details:	1. If the application is mailed, refer to use case: ADMIN-1077 Process Incoming	
	Documents and Initiate Workflow.	
	a. The process continues with step 4.	
	2. The Motor Carrier delivers the VTR-29 NAFTA to the Regional Service Center.	
	3. VTR/County TAC Staff verifies the current annual permit in the system and orders the replacement plate(s).	
	4. The system calculates and displays the fees.	
	5. VTR/County TAC Staff collects the fees and updates the record.	
	6. The system generates a receipt; VTR/County TAC Staff prints the receipt and	
	gives it to the Motor Carrier.	
	a. If the VTR-29 NAFTA form was mailed, VTR/County TAC Staff either mails	
	or emails the receipt, as the Motor Carrier has indicated preference.	
	7. The system routes the plate order to the Huntsville warehouse.	
	8. The Huntsville warehouse ships the plates/placard to the County TAC or	
	Regional Service Center for pickup. Refer to use case: ADMIN-1030 Fulfill	
	License Plate and Sticker Order.	
Key Data	• VIN	
Elements:	Plate Number	
Metrics/Measures:	Not available at this time	
Legacy Systems:	RTS	
Channels:	Online	
	Mail	
	Walk-In	

#### 11.1.1.35 VTR-1670 Obtain Refund for NAFTA Permit

Primary Actor:	Motor Carrier	Secondary Actors:	VTR/County TAC Staff
Use Case Name:	Obtain Refund for NAFTA Permit		
Context:	A TxDMV Regional Service Center may approve an Annual NAFTA Permit refund under the following circumstances:		
	The vehicle was doub	le registered during the	e registration period.

	<ul> <li>The vehicle was registered in error and the Sticker and Plate are unused.</li> <li>The vehicle is wrecked or sold prior to the commencement of the registration period.</li> <li>The fees were collected incorrectly.</li> <li>The wrong vehicle is registered (VTR error).</li> <li>Only trucks qualify for a refund; trailers do not.</li> <li>The Motor Carrier must prepare a written, signed request for refund, describing the reason for the request. In all cases of refund, the unused windshield sticker, the plate and the annual permit receipt must be surrendered.</li> </ul>
Use Case Goal:	To cancel an Annual NAFTA Permit and receive a refund of fees paid.
Div/Process Area:	Regional Operations

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Pre-Conditions:	The Motor Carrier has an existing Annual NAFTA Permit.
Trigger:	The Motor Carrier submits a written, signed refund request.
	The Motor Carrier surrenders the sticker, plate and annual permit receipt.
Post-Conditions:	The refund is authorized and the Registration is updated in RTS
Basic Flow:	The Motor Carrier submits the signed written request for refund to the Regional Service Center.
	If the application is mailed, <u>refer to use case: ADMIN-1077 Process Incoming Documents and Initiate Workflow.</u>
	<ul><li>a. The process continues with step 3.</li><li>3. 3. VTR/County TAC Staff logs into the system and searches the vehicle by VIN or Document number.</li></ul>
	<ul> <li>a. VTR/County TAC Staff verifies the current annual permit record to the annual permit receipt.</li> </ul>
	4. VTR/County TAC Staff voids the sticker, destroys the plate, and invalidates the registration.
	5. The system issues a voucher or credit to the Motor Carrier.
Alternate Flow List:	N/A

Alternate Flow	N/A
Details:	
Key Data	Owner or Lessee Name
Elements:	Owner of Lessee Contact Information
	• VIN
	Registration Fee
	Office of Issuance
	Date
Metrics/Measures:	Not available at this time
Legacy Systems:	• RTS
	Mail Log
Channels:	Mail
	Walk-In

## 11.1.1.36 VTR-1675 Process Export Only Sales

Primary Actor: Exporter	Secondary Actors: VTR/County TAC Staff
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Use Case Name:	Process Export Only Sales
	' '
Context	"Export Only Sale" permits the sale of a non-repairable or salvage vehicle by a
	licensed salvage dealer or governmental entity to a person who resides in a jurisdiction outside of the United States.
	These vehicles are typically sold in bulk; the Exporter must obtain a copy of the buyer's photo identification and stamp each title front and back "FOR EXPORT ONLY".
	The Exporter then completes a For Export-Only Sales Record, (Form VTR-902), listing buyer and vehicle information for each vehicle.
	The Exporter must obtain a Buyer's Certification of Export-Only Sales, (Form VTR-901), signed by the buyer.
	The Exporter may submit these transactions online, by mail, or by walk-in to a County TAC of Regional Service Center.
Use Case Goal:	To export a vehicle out of the United States.
Div/Process Area:	Regional Operations

Pre-Conditions:	A non-repairable or salvage title has been issued for the vehicle prior to the sale and		
	delivery to a foreign entity.		
Trigger:	The Exporter submits the Export Only Sales record and titles to TxDMV.		
Post-Conditions:	The vehicle record is updated.		
Basic Flow:	The Exporter uses their log in credentials to log into the system.		
	2. The Exporter enters or uploads the vehicle information.		
	3. The system validates the VIN, and marks the vehicle record "export only".		
	4. The system sends the Exporter a receipt listing the transactions.		
	5. The system sends the transaction records to the National Motor Vehicle		
	Information System (NMVITS). (Note:This will require a waiver from Federal		
	Regulations, which currently require direct reporting from the Exporter.)		
	6. The Exporter sends the titles to central processing for imaging, quality assurance		
	and destruction. Refer to use case: ADMIN-1076 Archive Paperwork.		
Alternate Flow List:	Alternate Flow 1: At any point during the interaction with the online self-service		
	functionality, the Actor may initiate a request for web customer service. Refer to use		
	case: CRD-1092 Obtain Web Customer Support.		
	Alternate Flow 2: Exporter Submits via Mail or Walk-In		

Alternate Flow	Alternate Flow 2: Exporter Submits via Mail or Walk-In		
Details:	1. If the form and titles are mailed, refer to use case: ADMIN-1077 Process		
	Incoming Documents and Initiate Workflow.		
	a. The process continues with step 2.		
	2. VTR/County TAC Staff receives the transaction records.		
	3. For each vehicle listed, VTR/County TAC Staff verifies that the title has been		
	submitted and that the title is stamped "For Export Only".		
	4. VTR/County TAC Staff logs into the system, brings up the vehicle record by		
	entering the VIN.		
	5. VTR/County TAC Staff marks the record in the system "For Export Only" and		
	submits for processing.		
	6. If the form and titles are walked in, the paperwork is forwarded to central		
	processing; refer to use case: ADMIN-1076 Archive Paperwork.		

Key Data	Exporter Contact Information	
Elements:	Purchaser Contact Information	
	Vehicle Information	
Metrics/Measures:	Global 360 processes 40,000 per month	
Legacy Systems:	RTS	
Channels:	Online	
	Walk-In	
	Mail	

## 11.1.1.37 VTR-1740 Obtain Duplicate Registration Receipt

Primary Actor:	Motoring Public	Secondary Actors:	VTR/County TAC Staff
Use Case Name:	Request Duplicate Registration Receipts		
Context	Motoring Public has renewed their vehicle registration but has lost the registration receipt.		
	A duplicate registration receipt can be obtained online, or by walk-in at the TxDMV Regional Service Centers (RSC) or the County TAC Offices.		
Use Case Goal:	To replace an original registration receipt.		
Div/Process Area:	Regional Operations - Regional Service Center		

Pre-Conditions:	Vehicle must be currently registered.		
Trigger:	Motoring Public requests a duplicate registration receipt.		
Post-Conditions:	Duplicate registration receipt has been issued to the Motoring Public		
Basic Flow:	<ol> <li>The Motoring Public uses their log in credentials to log into the system and access their account.</li> <li>The Motoring Public selects the registration receipt.</li> <li>The system prompts for payment.</li> <li>The Motoring Public enters the payment.</li> <li>The Motoring Public prints or saves a duplicate receipt.</li> </ol>		
	6. The system updates the record.		
Alternate Flow List:	Alternate Flow 1: At any point during the interaction with the online self-service functionality, the Actor may initiate a request for web customer service. Refer to use case: CRD-1092 Obtain Web Customer Support.		
	Alternate Flow 2: The Motoring Public Obtains a duplicate receipt at the County TAC/Regional Service Center		

Alternate Flow	Alternate Flow 2: The Motoring Public Obtains a duplicate receipt at the County		
Details:	TAC/Regional Service Center		
	1. If the application is mailed, refer to use case: ADMIN-1077 Process Incoming		
	Documents and Initiate Workflow.		
	a. The process continues with step 3.		
	2. The Motoring Public requests a duplicate receipt.		
	3. VTR/County TAC Staff validates identification and selects the duplicate receipt		
	option in the system.		
	4. The system prompts for plate number or VIN and the system will display the		
	original registration information and selects "Duplicate Registration".		

	5. The system displays the payment screen.	
	6. VTR/County TAC Staff collects the payment from the Motoring Public and	
	updates the records that the payment is received.	
	7. VTR/County TAC Staff selects the option to print the duplicate registration	
	receipt.	
	8. The system prints a duplicate receipts and a copy, and gives the original to the	
	Motoring Public.	
Key Data	VIN	
Elements:		
Metrics/Measures:	Not available at this time	
Legacy Systems:	RTS	
Channels:	Online	
	Walk-In	
	Mail	

#### 11.1.1.38 VTR-1745 Obtain Time Permits

Primary Actor:	Motoring Public	Secondary Actors:	VTR/County TAC Staff
Use Case Name:	Obtain Time Permits		
Context	TxDMV issues limited time for a specified time period	. Types of permits that	flotoring Public to operate a vehicle can be issued include:
	Time Permits allow legal operation of the vehicle for the time period specified For example, a commercial truck may need a 72 or 144 hour permit to use the vehicle in Texas since it does not have apportioned registration. One trip permits allow a person to transport a vehicle from point A to point B.  One trip permits are typically used for movement of a trailer or camper from one site to another.  Permits may be obtained online or over the counter at a County TAC of Regional Service Center (RSC).		
Use Case Goal:	To legally operate a vehicle for a specific limited time period.		
Div/Process Area:	Regional Operations – Regional Service Center		

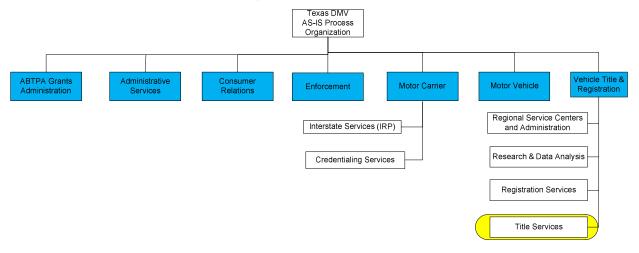
Pre-Conditions:	In order to issue a permit, the applicant must be able to demonstrate proof of insurance for the vehicle either through TexasSure or paper proof of insurance.		
Trigger:	The Motoring Public requests a permit.		
Post-Conditions:	The Motoring Public can legally complete their planned trip.		
Basic Flow:	1. The Motoring Public their log in credentials to log into the system and selects the		
	type of permit and selects their vehicle.		
	The system verifies current inspection.		
	b. The system verifies insurance through TexasSure.		
	2. The Motoring Public enters the start date of the permit.		
	3. The system prompts for payment.		

	2. The Motoring Public enters the payment.	
	The system allows the Motoring Public to print the permit	
	4. The system updates the record.	
Alternate Flow List:	Alternate Flow 1: At any point during the interaction with the online self-service functionality, the Actor may initiate a request for web customer service. Refer to use case: CRD-1092 Obtain Web Customer Support.	
	Alternate Flow 2: The Motoring Public Obtains a Permit at the County TAC or RSC.	
	<u>Alternate Flow 3</u> : The Motoring Public Obtains a Duplicate Permit. The process is the same as either online or walk-in, but the system issues a duplicate permit and charges an additional fee.	

_			
Alternate Flow	Alternate Flow 2: The Motoring Public Obtains a Permit at the County TAC or RSC.		
Details:	1. The Motoring Public delivers a request for a time permit to the County TAC or		
	TxDMV Regional Service Center.		
	2. VTR/County TAC Staff looks up the vehicle in the system.		
	a. If the vehicle is not in the database, a blank screen is displayed asking		
	TxDMV Regional Service Center/County Staff to fill out information		
	manually.		
	Year		
	Make VIN		
	Plates		
	Name of business/owner		
	Address		
	Contact information		
	Vehicle Type		
	The system verifies current inspection and insurance.		
	4. VTR/County TAC Staff selects the type of permit.		
	• 72 hours		
	• 144 hours,		
	One trip		
	Factory transport		
	30 days		
	5. The system prompts TxDMV Regional Service Center/County Staff to fill out		
	effective date and time for the start of the permit.		
	6. The system will display permit type and required fee.		
	7. VTR/County TAC Staff collects the fee and enters the payment.		
	VTR/County TAC Staff collects the fee and enters the payment.     VTR/County TAC Staff prints the permit and gives it to the Motoring Public.		
	<ul><li>9. The system updates the record.</li></ul>		
Key Data	Type of Permit		
Elements:	Vehicle information		
Licinionio.	Applicant name and address information		
	Time (start and end date) for permit		
Metrics/Measures:	23,291 were issued in 2010		
Legacy Systems:	RTS		
Channels:	Online		
	Walk-in		

#### 11.2 Title Services

### 11.2.1 Overview and Background



#### 11.2.1.1 Purpose and Objective of Program

Title Services is responsible for maintaining and updating policy regulation and procedures regarding Texas titles. Title Services is also responsible for developing and maintaining all training materials and communications regarding titling. Title Services also manages Title Control Services, the business area that processes titles for release to vehicle owners.

Title Services examines the specifications for any type of new self propelled vehicle that is intended for operation on Texas roads to determine what the title and registration requirements will be based on interpretation of Texas code and how it applies to the vehicle type. TxDMV Title Services Staff reviews the vehicle specifications and determines the vehicle type and title and registration requirements.

National Motor Vehicle Title Information System (NMVTIS) is an information system that federal law required the United States Department of Justice to establish, to provide an electronic means to verify vehicle title, brand, and theft data among motor vehicle administrators, law enforcement, insurance companies and consumers.

Texas is phasing into full participation in NMVITS, and currently provides title transaction data to NMVITS on a daily and weekly basis for query by other states. Full participation, which will allow Texas the ability to query NMVITS, is scheduled for 2013.

County TACs mail title transactions to Title Control Systems (TCS) in Austin. TCS sorts and distributes the paper transaction documents and opens the transactions in the system to release the titles for printing and mailing to vehicle owners.

TCS also pulls any title transaction errors out of the workflow, rejects the transaction in the system, and returns the transaction by mail to the originating TACs for correction.

Details on these use cases can be found in the As-Is Documentation Packages below for:

- TxDMV VTR Title Control Services Release/Reject Title and Legal Restraint
- TxDMV VTR Title Control Services Salvage/Non-Repairable
- TxDMV VTR Title Control Services Certificate of Authority

#### 11.2.1.2 Volume and Metrics

On the average, TxDMV Title Services reports the following:

New Vehicle Types
 6-12 per month

NMVITS Inquiries
 10-20 per day

#### 11.2.1.3 Use Case Overview

Use Case Name	Actor
Determine Title and Registration Requirement for a New Vehicle Type	TxDMV MVD Staff
Answer National Motor Vehicle Title Information System (NMVITS) Inquiry	Other State
Ask DTA Question	DTA Vendor

#### 11.2.2 Use Cases

# 11.2.2.1 VTR-1755 Determine Title and Registration Requirements for a New Vehicle Type

Primary Actor:	TxDMV MVD Staff	Secondary Actors:	TxDMV Title Services Staff
Use Case Name:	Determine Title and Regis	stration Requirement fo	r a New Vehicle Type
Context:	The Motor Vehicle Division (MVD) receives communications from individuals or organizations that have developed or are proposing a new type of motorized vehicle, to ask if they need to be licensed as a manufacturer or converter. MVD forwards these inquires to Title Services. Anything that will be operated on Texas roads must be reviewed to determine what the title and registration requirements will be based on interpretation of Texas code and how it applies to the vehicle type. TxDMV Title Services Staff reviews the vehicle specifications and determines the vehicle type and title and registration requirements.		
	Title Services also needs to communicate with the Department of Public Safety on these vehicles regarding the safety of operating these vehicles on public roads, and safety inspection requirements. This process requires extensive knowledge of Texas code as it pertains to the definition and operation of vehicle types and repeated communications may be needed before the determination has been made.		

	Title Services also works closely with DPS to determine if revisions or additions to code or regulations are needed to accommodate vehicle types.  MVD typically receives these inquiries via email with attached photographs or a link to a website, and forwards them to Title Services.
Use Case Goal:	To provide MVD with the legal title and registration requirements for the vehicle type.
Div/Process Area:	VTR/VDM

Pre-Conditions:	MVD has received an inquiry on a new vehicle type.		
Trigger:	MVD has forwarded the inquiry to Title Services.		
Post-Conditions:	MVD has the information to communicate the title and registration requirements to the vehicle creator.		
Basic Flow:	<ol> <li>TxDMV Title Services Staff forwards the inquiry.</li> <li>TxDMV Title Services Staff reviews the vehicle specifications and images.</li> <li>TxDMV Title Services Staff considers the specifications in the context of current laws and requirements.</li> <li>TxDMV Title Services Staff communicates with the parties involved as needed.</li> <li>TxDMV Title Services Staff makes a determination on the title and registration requirements.</li> <li>TxDMV Title Services Staff communicates the requirements to TxMVD Staff.</li> </ol>		
Alternate Flow List:	N/A		

Alternate Flow	N/A
Details:	
Key Data	N/A
Elements:	
Metrics/Measures:	6 to 12 per month.
Legacy Systems:	N/A
Channels:	Email

# 11.2.2.2 VTR-1760 Answer National Motor Vehicle Title Information System (NMVITS) Inquiry

Primary Actor:	Other States	Secondary Actors:	TxDMV VDM Staff
Use Case Name:	Answer National Motor Vehicle Title Information System (NMVITS) Inquiry		
Context:	National Motor Vehicle Tit that federal law required tl provide an electronic mea vehicle administrators, law  NMVTIS was created to:  Prevent the introd interstate commen Protect states and Reduce the use o criminal enterprise	le Information System he United States Depair ns to verify vehicle title venforcement, insuran- fuction or reintroduction rce; d consumers (individual f stolen vehicles for illic	(NMVTIS) is an information system retment of Justice to establish, to , brand, and theft data among motor ce companies and consumers.  In of stolen motor vehicles into land commercial) from fraud; est purposes including funding of

	Texas is phasing into full participation in NMVITS, and currently provides title transaction data to NMVITS on a daily and weekly basis for query by other states. Full participation, which will allow Texas the ability to query NMVITS, is scheduled for 2013.
	Other states receive Texas titles when vehicle owners have left the state and are surrendering their Texas title as evidence of ownership. If the other state is fully participating in NMVITS, they run a title check against NMVITS. If there is a discrepancy between the NMVITS record and the surrendered evidence, they contact TxDMV to verify the title record. Texas Title Services Staff researches the question and emails a response to the requesting state.
Use Case Goal:	To provide other states participating in NMVITS with accurate Texas title information.
Div/Process Area:	VTR/VDM

Pre-Conditions:	The inquiring state has access to NMVITS title data.		
Trigger:	Title Services has received an email requesting information.		
Post-Conditions:	The requesting state has an answer to their question.		
Basic Flow:	<ol> <li>TxDMV Title Services Staff opens the email and reviews the inquiry. Examples of the types of questions typically forwarded are:         <ul> <li>The title doesn't correspond to the NMVITS record.</li> <li>The title is missing a vehicle brand, i.e. salvage</li> <li>The title type is showing as certified copy and the title is the original</li> </ul> </li> <li>TxDMV Title Services Staff logs into RTS and opens the vehicle record.         <ul> <li>a. If the answer is not apparent in the RTS record, TxDMV VDM Staff which may research the image of the title in TDIP, or request a film history.</li> </ul> </li> <li>TxDMV Title Services Staff emails a response to the inquiring state.</li> </ol>		
Alternate Flow List:	N/A		

Alternate Flow	N/A
Details:	
Issues/Problems/	Approximately 30 states are currently participating in NMVITS; eventually, all states
Improvements:	will be participating. This activity will continue to grow, and additional staff will be
	required.
Key Data	• VIN
Elements:	
Metrics/Measures:	10 to 20 per day
Legacy Systems:	NMVITS
Channels:	Email

# 11.2.2.3 VTR-1765 Ask DTA (Dealer Title Application) Vendor Question

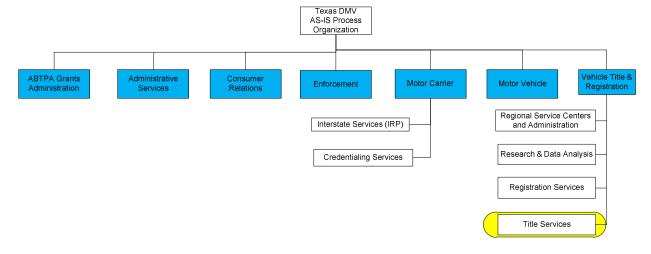
Primary Actor:	DTA Vendor	Secondary Actors:	TxDMV Title Services Staff
Use Case Name:	Ask DTA (Dealer Title Application) Vendor Question		
Context:	Title Services maintains a dedicated email address for DTA Vendors to direct		
	questions. The original intent was to provide a venue to accept technical questions.		
Use Case Goal:	To obtain information from TxDMV on requirements for DTA software and interfaces.		
Div/Process Area:	VTR/Title Services		

Pre-Conditions:	The inquiry was made by one of the existing DTA vendors or their representative.
Trigger:	Title Services has received an email requesting information.
Post-Conditions:	The Vendor has an answer to their question.
Basic Flow:	TxDMV Title Services Staff opens the email and reviews the inquiry.
	2. TxDMV Title Services Staff emails a response to the inquiring vendor.
Alternate Flow List:	N/A

Alternate Flow	N/A
Details:	
Key Data	None
Elements:	
Metrics/Measures:	10 to 20 per day
Legacy Systems:	N/A
Channels:	Email

# 11.3 Title Control Services – Release/Reject Title and Legal Restraint

#### 11.3.1 Overview and Background



#### 11.3.1.1 Purpose and Objective of Program

Vehicles are required to be titled in the buyer's name within 20 working days, or 45 calendar days if the selling dealer is also financing the vehicle.

The majority of title transactions are generated by the County Tax Assessor/Collectors (TACs), who process title applications from dealers and the motoring public and issuing receipts. The County TACs forward the paper applications and supporting documents to TxDMV Title Control

Services (TCS) via mail. TxDMV TCS examines these title transactions and determines whether to issue the title for printing and mailing to the vehicle owner, or reject the title transaction and return it to the originating County TAC for corrections.

TxDMV VTR Title Control Services (TCS) is organized into three major units:

- Input Unit The Input Unit processes salvage and non-repairable titles and certificates of authority. These Use Cases are described in TCS Salvage/Non-repairable and TxDMV TCS Certificate of Authority Use Case overviews.
- Control Unit The Control Unit processes Operational legal restraints involving court orders, standard title transactions to release the titles in the system for printing and mailing, or rejects the title transaction if there is an error and routes it back to the originating County TAC for correction.
- Title Unit the Title Unit sorts the mail and handles exception items such as applications for bonded titles, titles that relate to the Lemon Law or legal restraint remark in the vehicle record.

#### 11.3.1.2 Volume and Metrics

TCS processes approximately 400,000-500,000 title applications per month. For the month of May, 2011, we have the following statistics:

Original Title Batch Released	489,110
Original Titles Individually Released	8,292
Damaged Titles Printed	119
Original Titles Individually Rejected	8,401
TPR Transactions Pulled	11,556
Electronic Responses (TCS Mailbox)	1,125
Exam Database Updates	6,658
Manufacturer's buyback Applications	56
Audit of Printed Titles	467,903

#### 11.3.1.3 Use Case Overview

These use cases describe the business processes of the TxDMV TCS Title Unit and Control Unit associated with issuing vehicle titles.

Use Case Name	Actor
Release/Reject Title Transaction	County TAC Staff
Release/Reject Special Title Transaction	TxDMV TCS Title Unit Audit Staff
Reject Invalid VIN Titles	TxDMV TCS Title Unit Staff
Monitor Apportioned Titles	TxDMV TCS Title Unit Staff
Obtain Operational Legal Restraint	Customer

#### 11.3.2 Use Cases

### 11.3.2.1 VTR-1770 Release/Reject Title Transaction

Primary Actor:	VTR/County TAC Staff	Secondary Actors:	TxDMV TCS Staff
Use Case Name:	Release/Reject Standard Title Transaction		
Context:	County TACs and Regional Service Centers receive standard title applications and fees and issue receipts. VTR/County TAC Staff enter transactions into the system and send the transactions to central processing for scanning (refer to use case: ADMIN-1077 Process Incoming Documents and Initiate Workflow.)		
	County TAC Staff bundles the surrendered paper titles into batches and routes them to central processing. These titles will be scanned into the workflow and the paper will held until TCS releases the standard title transaction in the system. The paper is destroyed after the titles have been released.		
	Released title transactions are transmitted to the TxDMV Technical Service Division (TSD) electronically where they trigger the printing and mailing of the requested paper titles.		
	Title transactions rejected from errors discovered through auditing and review are transmitted electronically back to the originating TAC for correction.		
Use Case Goal:			stem and transfer titles to Vehicle because audit/review identified
Div/Process Area:	VTR/Title Control Services	S	

Pre-Conditions:	The transaction batch has been transmitted to TCS for release/rejection		
Trigger:	A batch of "pending" standard title transactions has been received by TCS and is		
	ready for audit/review.		
Post-Conditions:	The standard title transaction is released, the system is updated and the		
	requested paper title is printed and mailed or:		
	The standard title transaction has been rejected and transmitted back to the		
	originating County TAC or RSC for correction.		
Basic Flow:	TxDMV TCS Staff logs in to the system and retrieves the electronic bundle with		
	related scanned images and prints the title package report for the batch.		
	2. TCS Staff selects a random sample of transactions from the batch of standard		
	title transactions for review/audit.		
	3. Standard title transactions that are not selected for audit/review are automatically		
	released in the system. Notification to central processing to destroy the related		
	surrendered titles is sent. Paper titles are printed and mailed, if requested by		
	the vehicle owners.		
	4. TCS Staff reviews the transactions and accompanying scanned images of		
	supporting documentation one at a time.		
	For each reviewed transaction, TCS Staff determines whether to release or		
	reject the title.		
	a) For released transactions, Title Unit Staff:		
	i. Enters "Release" in the system.		
	·		
	ii. Enters the date and the Staff ID number on the system.		

	<ul> <li>iii. The system triggers the printing and mailing of the paper title, if requested by the vehicle owner.</li> <li>iv. The system sends notification to central processing to destroy the surrendered paper tile for the released transaction.</li> </ul>
	b) For rejected transactions, TCS Staff:  i. Enters "Reject" in the system.
	<ul> <li>ii. Enters the date, reason for rejection and the Staff ID number.</li> <li>6. TCS Staff transmits the rejected title transaction to the originating office for correction and resubmission. Refer to use case: <u>Process Title Correction</u> and use Case for Release/Reject Resubmitted Title Transaction.</li> </ul>
Alternate Flow List:	N/A

Alternate Flow Details:	N/A
Key Data	• VIN
Elements:	Document Number
	Date
	Evidence Type
	Category
	County Number
	Workstation ID
	Batch Number
	Reason for rejection
Metrics/Measures:	Number of standard title transactions auditied/reviewed
	Percentage of standard title transactions audited/reviewed
	Type and number of rejections
	Percentage of audited/reviewed standard title transactions rejected
	Number of rejected standard title transactions by reason for rejection
Legacy Systems:	• RTS
Channels:	Mail
	Online

## 11.3.2.2 VTR-1776 Release/Reject Special Title Transaction

Primary Actor:	VTR/County TAC Staff	Secondary Actors:	TxDMV TCS Control Unit Staff
Use Case Name:	Release/Reject Special T	tle Transaction	
Context:	applications and fees and	issue receipts. The sur	ves and processes special title rrendered paper titles arrive from the y TAC Staff enter transactions into
	transactions, Lemon Law	title transactions, and [	into batches for Bonded title Dealer Bankruptcy title transactions.  Processing Center for scanning.

	TCS Staff receive the special title transactions in electronic "bundles" organized by the County TAC workstation ID number and by type of special title. A title package report listing all title transactions is generated by the system and included in the "bundle".
	Released title transactions are transmitted to the TxDMV Technical Service Division (TSD) electronically where they trigger the printing and mailing of the requested paper titles.
	Rejected title transactions resulting from auditing and review are transmitted electronically back to the originating TAC for correction.
	Once the related titling transactions have been released in the system, the paper is destroyed.
Use Case Goal:	To release the special title transaction in the system and print/mail paper titles requested by Vehicle Owners or to reject the special title transaction because
	audit/review identified issues.
Div/Process Area:	VTR/Title Control Services

<u></u>	
Pre-Conditions:	The County TAC has completed special title transactions in the system, the Processing Center has scanned the supporting documents, and transmitted the batch(es) to TCS for release/rejection.
Trigger:	A batch of "pending" special titling transactions has been received by TCS and is ready for audit/review.
Post-Conditions:	<ul> <li>The special title transaction is released, the system is updated and the requested paper title is printed and mailed, or:</li> <li>The special title transaction has been rejected and transmitted back to the originating County TAC for correction.</li> </ul>
Basic Flow:	<ol> <li>TxDMV TCS Control Unit Staff logs in to the system and retrieves the electronic "bundle" of Bonded title transactions from the County TAC and prints the title package report for each batch of special title transactions.</li> <li>TxDMV TCS Control Unit Staff reviews each special title transactions in the "bundle" in conjunction with the scanned images of the supporting documentation and the surrendered title to determine if there are errors/issues.</li> <li>Title Unit Staff verifies the bond to the system receipt: Name and VIN.</li> <li>Title Unit Staff validates that the date received is within 30 days of the date on the receipt.</li> <li>Title Unit Staff verifies that the bond is signed.</li> <li>Title Unit Staff determines whether to release or reject the bonded title.</li> <li>For released transactions, Title Unit Staff:         <ol> <li>Enters "Release".</li> <li>Enters the date and the Staff ID number.</li> <li>Mails the related surrendered title to Global 360 for destruction.</li> <li>For rejected transactions, Title Unit Staff:</li></ol></li></ol>
Alternate Flow List:	Alternate Flow 1: Release/Reject of Titling Transactions for Lemon Law Titles  Alternate Flow 2: Release/Reject of Dealer Bankruptcy Titles

Alternate Flow Details:	<ul> <li>Alternate Flow 1: Release/Reject of Titling Transactions for Lemon Law Titles:</li> <li>1. Title Unit Staff logs in to RTS and verifies the Lemon Law title transaction, RTS receipt to confirm VIN, "Manufacturer Buyback" notation, owner and seller name, address.</li> <li>2. The Flow returns to the Basic Flow Step 6.</li> </ul>		
	<ul> <li>Alternate Flow 2: Release/Reject of Dealer Bankruptcy Titles:</li> <li>1. Title Unit Staff logs in to RTS and verifies the title transaction, RTS receipt to confirm VIN, purchase evidence, and owner and seller name and addresses</li> <li>2. The Flow returns to the Basic Flow Step 6.</li> </ul>		
Key Data Elements:	<ul> <li>VIN</li> <li>Document Number</li> <li>Date</li> <li>Evidence Type</li> <li>Category</li> <li>County Number</li> <li>Workstation ID</li> <li>Batch Number</li> <li>Type of title requested</li> <li>Type of issue identified</li> <li>Reason for rejection</li> </ul>		
Metrics/Measures:	Number of special title transactions submitted and reviewed     Percentage of audited/reviewed transactions with identified issues     Number of rejected special title transactions by reason for rejection and by title     type		
Legacy Systems: Channels:	<ul><li>RTS</li><li>Mail</li><li>Online</li></ul>		

## 11.3.2.3 VTR-1805 Monitor Apportioned Titles

Primary Actor:	TxDMV VDM Staff	Secondary Actors:	
Use Case Name:	Monitor Apportioned Titles		
Context:	ownership, and complete Only, Form 130-U (RPO). Scenarios:  Owner has applied fo Owner is out-of state yet been released  The system generates a complete the apportioned title applied report to access the election.	a title application or an r a title and is waiting for and has submitted an F daily report, the Non-Recations processed the pronic title transactions of the product of the	RPO title application which has not eleased Interface Report, listing all of previous day. VDM Staff uses this on RTS to determine whether the record to reflect Title Only (no
	The RPO can't be issued until the plates have been issued. RTS holds the transactions in a "pending" status for two weeks, awaiting the issuance of plates.  If plates are issued and recorded on RTS within 14 days, the transaction is released		
	and a paper title is printed and mailed, if requested by the Motor Carrier.		
	rejected automatically, a r	ejection receipt is printe	hin 14 days, the transaction is ed and mailed to the Motor Carrier.
Use Case Goal:	To release the apportione paper title to the Motor Ca		rigger the printing and mailing of a
Div/Process Area:	VTR/VDM		

Pre-Conditions:	A Motor Carrier has applied for apportioned registration and completed a title transaction.		
Trigger:	The apportioned title transaction is received by VDM.		
Post-Conditions:	<ul> <li>The apportioned title transaction is released and the system is updated.</li> <li>A paper title has been printed and mailed, if requested by the Motor Carrier.</li> </ul>		
Basic Flow:			

	"Release" on the record.  b. If the 14 days have passed and plates have not been issued, the system:	
	<ol> <li>Records the rejection reason</li> </ol>	
	<ol><li>Prints a rejection receipt for mailing to the Motor Carrier</li></ol>	
	iii. Records the Date and "Reject"	
Alternate Flow List:	N/A	

Alternate Flow Details:	N/A
Key Data	Document Number
Elements:	Date Processed
	Staff ID
	Reject Reason
Metrics/Measures:	
Systems:	• RTS
Channels:	Electronic

# 11.3.2.4 VTR-1815 Obtain Operational Legal Restraint

Primary Actor:	Customer	Secondary Actors:	TxDMV TCS Staff	
Use Case Name:	Obtain Operational Legal Restraint			
Context	OP (Operational) Restraint is placed on a vehicle record when the vehicle ownership is in dispute. For example: one party in divorce proceedings is trying to sell the vehicle or a court order has been issued to put a restraint on the vehicle until litigation is complete to prevent it from being sold.  Temporary OP Restraint may be placed on the vehicle record by anyone with cause via a written and signed request, including the make, model, year, body style, VIN and reason for the request. This may be received via mail, fax or email. The temporary request remains in effect for 10 days pending receipt of a legal petition. If a legal petition is not received, TCS staff will remove the restraint from the vehicle record on the 11 <sup>th</sup> day.			
	If the request is made by I restraint will remain in effe		a result of a judge's ruling, the ssued.	
Use Case Goal:	To prevent any transfer of	the title until title owne	rship is legally established.	
Div/Process Area:	VTR/TCS	<u> </u>		

Pre-Conditions:	The Customer knows the VIN and vehicle description, has a reason for requesting the legal restraint, and has submitted a signed written request.	
Trigger:	TCS receives a signed written request for legal restraint.	
Post-Conditions:	Customer has a legal restraint on the title until ownership is corrected.	
Basic Flow:	TCS Staff receives a request for a legal restraint.	
	<ul> <li>a. If the application is mailed, refer to use case: ADMIN-1077 Process Incoming Documents and Initiate Workflow. b. The process continues with step 2.</li> <li>2. TCS Staff places a legal restraint on the record.</li> </ul>	
	3. The system flags the restraint for a 10 day expiration pending further action.	

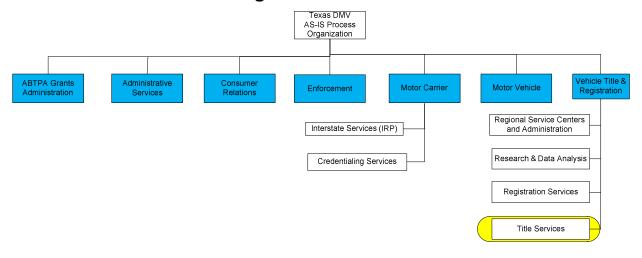
	4. If a petition is received wthin 10 days, TCS Staff updates the case status.
	a. If TxDMV is named as part of the legal action, TCS Staff prepares a
	letter in response to the court and provides copies of any documentation
	requested.
	b. TCS Staff prepares letters to each of the owners, and lien holders (if
	applicable) notifying them of pending litigation in the event they have an
	interest in the vehicle.
	c. The court notifies TCS Staff of the final judgement, known as the
	Unopposed Judgement.
	d. Upon receipt of the proposed Unopposed Judgment, the file is pulled
	and forwarded to the Office of General Counsel for review and signature
	of the Unopposed Judgment. After signature, the document is sent to
	the Plaintiff for filing with the court.
	e. When a final order arrives or law enforcement closes an investigation
	and sends notification, TCS Staff updates the system: TCS Staff,
	depending on the final order or investigation will do one or more of the
	following:
	i. Remove the legal restraint with no change in the record
	ii. Remove the legal restraint and issue the title in-process
	iii. Request deletion of the record, reinstate the prior owner and
	return documents to appropriate county
	iv. Revoke the existing title record.
	v. Coordinate issue of a corrected title
	f. To revoke the title:
	TCS Control Unit Staff prepares and sends a letter to the
	original title holder to inform them the title has been revoked
	and requests they return the original title.
	TCS Control Unit Staff modifies the vehicle record to reflect
	revocation.
	g. To reinstate the title:
	TCS Staff scans a copy of the final order and any court  description to the copy of the final order and the title.
	documents into the case, and emails this and the title
A16 6 E1 11 6	history to VMD to reinstate the title.
Alternate Flow List:	N/A

Alternate Flow Details:	N/A
	\(\text{MA}\)
Key Data	• VIN
Elements:	Plaintiff Information
	Defendant Information
	Document number
	Vehicle information
	Receipt date
	Expiration date
Metrics/Measures:	There are 400 active OP legal restraints
	TCS receives approximately 50 requests per month.
Legacy Systems:	• RTS
	FileNet

	LrOrSal Database	
	TxDOCS	
	OP Database (MS Access)	
	Online	
	CarFax	
	CaseFileXpress	
Channels:	Phone	
	Email	
	Mail	

# 11.4 Title Control Services - Salvage/Non-Repairable

## 11.4.1 Overview and Background



### 11.4.1.1 Purpose and Objective of Program

A vehicle is deemed salvage or non-repairable when the insurer determines that the repair cost exceeds the threshold of the vehicle's market value at the time the damage occurred. The repair cost in proportion to the market value is used to determine percent of damage and then the percent of damage determines whether the vehicle is salvage or non-repairable. Only salvage vehicles can be repaired and/or rebuilt. Non-repairable vehicles have to be junked or sold for parts. A salvage vehicle may be rebuilt, inspected, certified and re-titled at a later date. A non-repairable vehicle may only be used for parts, scrap or demolition and may not be rebuilt or operated on public streets.

Title Control Services (TCS) protects the public by placing a notation or brand on the vehicle record of these vehicles in the RTS system to prevent them from being re-sold without

disclosure of previous damage. Title Control Services (TCS) also revokes the registration of these vehicles in the system, rendering it illegal to operate unsafe vehicles on Texas roadways.

Upon payment of insurance claims for these vehicles, insurers may exercise the following options for disposal of the vehicle;

- Make financial arrangement with the owner, allowing the owner to retain the vehicle
- Take possession of the vehicle and dispose of the vehicle through channels which may include auction, or wholesale disposal through a contracted authorized representation (salvage pool) for rebuilding, sale for parts, scrap or demolition

After the notation or brand is place on the vehicle record in the RTS system, TxDMV TCS assigns the salvage or non-repairable title to the legal owner: either to the owner retaining possession after insurance settlement, or to the insurance company.

#### 11.4.1.2 Volume and Metrics

TxDMV TCS compiles a monthly report on the volume of salvage and non-repairable titles issued. On the average, TxDMV TCS reports the following:

Salvage/Non-Repairable Titles Processed 1,700 – 1,800 a month
 Salvage/Non-Repairable Titles Rejected 300 – 600 a month (2%)

Form 436's Imaged (owner retained)
 1051 a month

• Title Corrections 75 – 100 a month

#### 11.4.1.3 Use Case Overview

These use cases describe the process for updating the vehicle records for salvage or non-repairable vehicles and issuing salvage or non-repairable titles to the legal owner of the vehicle after insurance settlement; either the original owner or the insurance company.

Use Case Name	Actor
Report on Owner Retained Salvage/Non-Repairable	Insurance Company
Correct Owner Retained Errors	Insurance Company
Apply for Salvage/Non-Repairable Title	Vehicle Owner
Obtain Assignment of Salvage/Non-Repairable Title	Insurance Company

### 11.4.2 Use Cases

### 11.4.2.1 VTR-1825 Report Owner Retained Salvage or Non-Repairable Vehicle

Primary Actor: Insurance Company	Secondary Actors:	TCS Salvage/Non-repairable Staff,
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	Vehicle Owner, Lien Holder	
Use Case Name:	Report Owner Retained Salvage or Non-Repairable Vehicle	
Context:	A vehicle is considered salvage or non-repairable when the vehicle has been damaged and the cost of repair is greater than the cash value of the vehicle prior to the damage. A Vehicle Owner may to choose to retain the vehicle as part of the insurance claim settlement.	
	By statute, the Insurance Company must notify TxDMV within 31 days of paying the claim that the Vehicle Owner has retained the vehicle; the Insurance Company does this by submitting the Owner Retained Report, Form VTR-436. TCS Salvage/Non-repairable Staff then places a legal restraint on the title in the RTS system, and revokes the registration so that the vehicle is legally prohibited from being sold under the original title.	
	The Vehicle Owner may retain the vehicle in one of two ways; as salvage or non-repairable. Salvage vehicles may be repaired; non-repairable vehicles can be used for parts or scrap only. The process is identical for both of these types of owner retention; the only differences is in the identifying codes in the system, the brands put on the titles and the terms used in the letters sent to Vehicle Owners and lien holders.	
	The Insurance Company may submit the information online, or mail or fax Form VTR-436.	
Use Case Goal:	To comply with Texas statute and report owner-retained salvage or non-repairable vehicles to TxDMV.	
Div/Process Area:	VTR/Title Control Services	

Pre-Conditions:	The Insurance Company has paid the insurance claim.		
	The Vehicle Owner retains the ownership of the vehicle.		
Trigger:	The Insurance Company submits the vehicle and owner information to TxDMV.		
Post-Conditions:	The vehicle title is legally restrained (branded) as owner retained salvage in the system.		
	Notice is sent to the vehicle owner and lien holder on record or insured.		
	A salvage or non-repairable title has been issued.		
Basic Flow:	The Insurance Company Carrier uses their log in credentials to log into the system and accesses Owner Retained Salvage.		
	2. The Insurance Company uploads or enters the owner and title information.		
	3. The system validates the VIN.		
	a. If the VIN is invalid, the system returns the transaction to the Insurance		
	Company.		
	b. The Insurance Company corrects the record.		
	4. The system updates the vehicle record and Insurance Company.		
	5. The system generates lupdates to the Vehilce Owner and lienholder.		
Alternate Flow List:	Alternate Flow 1: At any point during the interaction with the online self-service		
	functionality, the Actor may initiate a request for web customer service. Refer to use		
	case: CRD-1092 Obtain Web Customer Support.		
	Alternate Flow 2: The Insurance Company Mails or Faxes a VTR-436		

Alternate Flow	Alternate Flow 2: The Insurance Company Mails or Faxes a VTR-436
Details:	1. If the application is mailed or faxed, refer to use case: ADMIN-1077 Process
	Incoming Documents and Initiate Workflow.
	2. The process continues with step .

	<ul> <li>TCS Staff enters the VIN into the system to verify that the vehicle record.</li> <li>If the VIN number is invalid, the system returns the case for correction.</li> <li>Alternate Flow 3: The Insurance Company may submit a correction throught the channels described above.</li> </ul>
Key Data Elements:	VIN Legal Restraint Code Insurance Company Name/Contact Information Insurance Inventory Number Date of Claim Payment Date Received
Metrics/Measures:	1,700 – 1,800 salvage and non-repairable titles processed a month
Legacy Systems:	<ul> <li>RTS</li> <li>LRORSAL (Access Database) and the OR database which is part of LORSAL</li> </ul>
Channels:	<ul><li>Mail</li><li>Fax</li></ul>

# 11.4.2.2 VTR-1835 Apply for Owner Retained Salvage/Non-Repairable Title

Primary Actor:	Vehicle Owner	Secondary Actors:	TxDMV TCS Staff
Use Case Name:	Apply for Owner Retained	Salvage/Non-Repairab	ole Title
Context:	completing an Application title allows the Vehicle Ow have the vehicle rebuilt.  The Vehicle Owner may may be person to a County TAC of application online.  If the Vehicle Owner does	for Salvage of Non-Revener to dispose of the vener to dispose of the veneral the application with a Regional Service Cerenot have the original tile.	e vehicle applies for a title by pairable Title, Form VTR-441. The ehicle, dispose of vehicle parts, or the original title, or deliver it in nter (RSC), or complete the tle, they may provide a VTR-34 opy of current photo identification assport) in lieu of the title.
Use Case Goal:	Vehicle Owner wants to ol the vehicle can be sold or	•	alvage or non-repairable vehicle so Ifter repair.
Div/Process Area:	VTR/Title Control Services		

Pre-Conditions:	<ul> <li>The vehicle record has been updated in the system to reflect owner retained status.</li> <li>The Vehicle Owner has submitted VTR-441 and the original title or an application for a certified copy of title.</li> </ul>
Trigger:	The Vehicle Owner sends an Application for Salvage or Non-Repairable Title and the
	original title or VTR-34 to TCS.
Post-Conditions:	The vehicle record is updated in the system to show that the title has been issued
	The salvage or non-repairable title has been mailed to the Vehicle Owner
Basic Flow:	The Vehicle Owner completes the application online.
	a. If the application is mailed, refer to use case: ADMIN-1077 Process
	Incoming Documents and Initiate Workflow.

	i. The process continues with step 3.
	<ol><li>The system forwards the VTR-441 and image of original title or VTR-34 and a copy of the Vehicle Owner's ID to TCS Staff.</li></ol>
	3. TCS Staff opens the vehicle record.
	4. TCS Staff looks at the vehicle record and the title to verify that they are the
	same, and verifies that the vehicle record reflects the status.
	5. TCS Staff opens Form VTR-436 to verify the salvage or non-repairable status
	and damage description matches the information in the application.
	6. If the application is complete and correct, TCS Staff releases the title for printing
	and mailing to the Vehicle Owner
	<ul> <li>a. If TCS Salvage/Non-repairable Staff rejects the application for any reason, they generate a letter to the Vehicle Owner explaining the reason for the</li> </ul>
	rejection.:
	VIN to call up the vehicle record
	S (if salvage) N (if Non-Repairable)
	Address
	<ul> <li>i. TCS Salvage/Non-repairable Staff selects "REJ", and selects the reason for rejection from a drop-down menu (Negotiable Title, Release of Lien,</li> </ul>
	Affidavit of Correction, Unpaid Fee).
	ii. The system generates a letter to the Vehicle Owner explaining the reason for
	rejection.
	<ol> <li>TCS Salvage/Non-repairable Staff prints the letter and delivers it to the mail room for mailing.</li> </ol>
Alternate Flow List:	Alternate Flow 1: At any point during the interaction with the online self-service
	functionality, the Actor may initiate a request for web customer service. Refer to use
	case: CRD-1092 Obtain Web Customer Support.

Alternate Flow	N/A			
Details:				
Key Data	• VIN			
Elements:	Vehicle Owner Name			
	Vehicle Owner Contact Information			
Metrics/Measures:	Not available as a separate volume; total volume of all salvage titles issued is			
	approximately 17,000 per month.			
Legacy Systems:	RTS/MVDI			
	<ul> <li>LRORSAL (Access Database) and the OR database which is part of LORSAL</li> </ul>			
	TxDocs			
Channels:	Online			
	Mail			
	• Fax			

# 11.4.2.3 VTR-1840 Obtain Assignment of Salvage/Non-Repairable Title

Primary Actor:	Insurance Company	Secondary Actors:	TCS Salvage/Non-repairable Staff	
Use Case Name:	Obtain Assignment of Salvage/Non-Repairable Title			
Context:	Insurance Companies may take ownership of vehicles considered salvage or non-			
	repairable after they have paid the insurance claim to the Vehicle Owner. The			
	Insurance Company wants to recover as much of the cost of the claim as possible by			
	selling the vehicle, and a title is required in order for them to dispose of the vehicle by			

	Insurance Companies often contract with salvage pool organizations to act as authorized agents to dispose of salvage/non-repairable vehicles.  The Insurance Company or authorized agent submits an Application for Salvage or Non-Repairable Vehicle Title, Form VTR-441, with the original title and/or a Power of Attorney to Transfer a Motor Vehicle, Form VTR-271 (POA). The original title must be signed on the back by the previous owner indicating that the Insurance Company now owns the vehicle, and the release of lien on the front of the title must be signed by the lien holder, if a lien was present.  The Application may be completed online or mailed. Original signed titles and POAs must be mailed.
Use Case Goal:	Insurance Company wants to obtain legal title to a salvage vehicle in order to dispose of it by sale.
Div/Process Area:	VTR/Vehicle Titling

Pre-Conditions:	The title is signed by the former owner, assigning ownership to the Insurance Company.		
Trigger:	The Insurance Company submits Form VTR-441, the original title and/or Power of Attorney.		
Post-Conditions:	<ul> <li>The vehicle record has been updated in the system to reflect the Insurance Company or agent as the owner of the vehicle.</li> <li>A salvage or non-repairable title has been issued to the Insurance Company or agent.</li> </ul>		
Basic Flow:	<ol> <li>The Insurance Company uses their log in credentials to log into the system and enters or uploads the vehicle information.</li> <li>The system accepts payment.</li> <li>The system holds the transactions pending verification of the titles/POAs.</li> <li>The Insurance Company mails the titles/POAs.</li> <li>Central processing receives the titles/POAs: refer to use case: ADMIN-1077         Process Incoming Documents and Initiate Workflow.     </li> <li>The system forwards the transactions to TCS Staff</li> <li>TCS Salvage/Non-repairable Staff verifies that the lien release is signed, and the back of the title is signed and assigned to the Insurance Company or agent.</li> <li>TCS Staff releases the transaction, assigning the title to the Insurance Company or agent.         <ol> <li>If the application is not complete and correct, TCS Staff rejects the transaction and selects the reason.</li> <li>TCS Staff generates a letter or email to the applicant explaining the</li> </ol> </li> </ol>		
Alternate Flow List:	reason for rejection.  Alternate Flow 1: At any point during the interaction with the online self-service functionality, the Actor may initiate a request for web customer service. Refer to use case: CRD-1092 Obtain Web Customer Support.  Alternate Flow 2: The Insurance Company Mails Reassignment		

Alternate Flow	Alternate Flow 2: The Insurance Company Mails Reassignment		
Details:	1. Central processing receives the Applications and titles/POAs: refer to use case:		
	ADMIN-1077 Process Incoming Documents and Initiate Workflow.		
	2. TCS Salvage/Non-repairable Staff receives the transactions.		
	3. TCS Salvage/Non-repairable Staff verifies the last six digits of the VIN on the		
	application to the VIN on the title.		

	<ol> <li>TCS Salvage/Non-repairable Staff verifies that the lien release is signed, and the back of the title is signed and assigned to the Insurance Company or agent.</li> <li>TCS Salvage/Non-repairable Staff goes to the system and enters the VIN to call up the vehicle record.</li> <li>TCS Staff assigns the title to the Insurance Company.         <ul> <li>If the application is not complete and correct, TCS Staff rejects the transaction and selects the reason.</li> </ul> </li> </ol>			
Key Data	• VIN			
Elements:	Legal Restraint Code			
	Vehicle Owner Name			
	Vehicle Owner Contact Information			
	Date Issued			
	Status Issued			
Metrics/Measures:	Not available.			
Legacy Systems:	• RTS			
	LRORSAL (Access Database) and the OR database which is part of LORSAL			
Channels:	• Mail			
	• Fax			

# 11.4.2.4 VTR-1845 Update Scofflaw Entries

Primary Actor:	County Government Staff	Secondary Actors:	VTR/County TAC Staff	
Use Case Name:	Update Scofflaw Entries			
Context:	County Government may use TxDMV vehicle registration as one of the means of enforcement of collection of unpaid fees and fines, known as "Scofflaw" collection.  TxDMV maintains a database that is checked at the time of vehicle registration renewal; registration is prevented until the vehicle owner presents evidence that the past due fee or fine is paid.			
	County Government updates the TxDMV database by entering or uploading current scofflaw data on the schedule they deem appropriate.			
Use Case Goal:	To collect past due/unpaid fees and/of fines.			
Div/Process Area:	VTR			

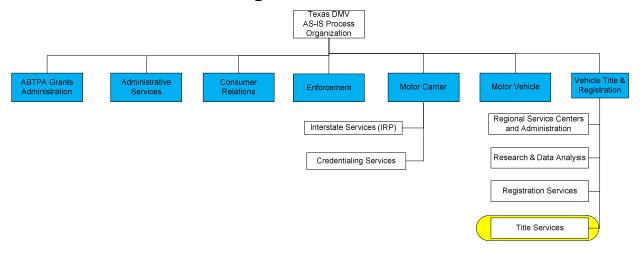
Pre-Conditions:	The County has identified "Scofflaw" offenders and collected identity information.		
Trigger:	The County uploads the information to TxDMV		
Post-Conditions:	The Scofflaw database is current.		
Basic Flow:	<ol> <li>County Government Staff uses their credentials to log into the system.</li> <li>County Government Staff uploads of enters Scofflaw offender identity and fee/fine information.</li> <li>Refer to use case: VTR-1520 Renew Registration.</li> </ol>		
Alternate Flow List:			

Alternate Flow	N/A
Details:	

Vov Doto	N/IN			
Key Data	• VIN			
Elements:	Legal Restraint Code			
	Vehicle Owner Name			
	Vehicle Owner Contact Information			
	Date Issued			
	Status Issued			
Metrics/Measures:	Not available.			
Legacy Systems:	• RTS			
	LRORSAL (Access Database) and the OR database which is part of LORSAL			
Channels:	Mail			
	• Fax			

# 11.5 Title Control Services – Certificate of Authority

## 11.5.1 Overview and Background



## 11.5.1.1 Purpose and Objective of Program

A Certificate of Authority (COA) is required to legally dispose of an abandoned or junked vehicle. There are multiple scenarios and different forms that need to be submitted in order to process the COA:

- Scenario 1: An individual is in possession of an abandoned vehicle and wants to dispose of the vehicle, but lacks a title. The vehicle is more than 10 years old. The individual possessor needs a COA to dispose of the vehicle.
- Scenario 2: An insurance company has taken ownership of a vehicle which it deems to have no value other than salvage. The insurance company has paid the owner and/or lien holder, but has been unable to obtain the title from the owner or lien holder. The insurance company possessor applies for a COA in order to dispose of the vehicle through a salvage dealer or a metal recycler.
- Scenario 3: A towing company or licensed vehicle storage facility is in possession of an abandoned vehicle and needs a COA to dispose of the vehicle through a salvage or metal recycler. The private company possessor needs a title to dispose of the vehicle and the vehicle is older than 10 years old and the application (VTR 71-6) does not necessarily have to be signed by law enforcement.

- Scenario 4: A towing company or licensed vehicle storage facility is in possession of an abandoned vehicle and needs a COA to dispose of the vehicle through a salvage or metal recycler. The private company possessor needs a title to dispose of the vehicle and the vehicle is less than 10 years old
- Scenario 5: A towing company or licensed vehicle storage facility is in possession of an
  abandoned vehicle and needs a COA to dispose of the vehicle through a salvage or
  metal recycler. The private company possessor needs a title to dispose of the vehicle
  and the vehicle is at least 8 years old and the application must be signed by law
  enforcement.

#### 11.5.1.2 Volume and Metrics

- The approximate volume of COA's is 210 per week or 11,000 per year.
- Approximately 60% of the COA requests are issued and 40% are rejected.
- The COA for individuals who have purchased vehicles without title has increased recently.

#### 11.5.1.3 Use Case Overview

These use cases describe the process of obtaining a COA under the scenarios described above.

Use Case Name- Issue Certificate of Authority	Actor
Obtain Certificate of Authority for Abandoned	Customer
Vehicle	
Obtain Certificate of Authority for Insurance	Insurance Company
Company to Dispose of Vehicle	
Obtain Certificate of Authority for Tow Truck or	Mechanic/Storage Owner
Storage Facility	-

## 11.5.2 Use Cases

# 11.5.2.1 VTR-1855 Obtain Certificate of Authority for Abandoned Vehicle

Primary Actor:	Customer	Secondary Actors:	TXDMV TCS COA Staff	
Use Case Name:	Obtain Certificate of Authority for Abandoned Vehicle			
Context:	This use case handles three scenarios:			
	An individual has purchased a vehicle but the seller has not been provided a			
	title (or the seller has purchased a vehicle and never obtained a title) and is			
	trying to obtain a certificate of authority for disposing of the vehicle. Note: if			
	the individual needed an actual title for reselling the car, the individual would			
	have to go through the bonded title procedures.			
	<ol><li>The title has been lost and the owner wants to dispose of the vehicle.</li></ol>			
	3. An abandoned vehicle is on the Customer's property.			
	The Customer can submit a completed application (Form VTR 71-2) by mail or online.			
Use Case Goal:	To obtain a certificate of authority to dispose of an abandoned vehicle.			
Div/Process Area:	VTR/TCS/Certificate of Authority			

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Pre-Conditions:	The Customer has the vehicle in possession and does not possess a title, and is seeking only to dispose of the vehicle.	
Trigger:	The Customer submits an application for COA (form VTR 71-2).	
Post-Conditions:	The Customer has obtained a COA.	
Basic Flow:	<ol> <li>The Customer submits the application online and submits payment.</li> <li>The system emails a receipt.</li> <li>If the application is mailed, refer to use case: ADMIN-1077 Process Incoming Documents and Initiate Workflow.         <ul> <li>a. The process continues with step 4.</li> </ul> </li> <li>The system routes the application to TCS Staff.</li> <li>TCS Staff searches the vehicle record to determine the vehicle history.</li> <li>If vehicle is out of state:</li></ol>	

	b. If response (or dispute) is received, the process stops and the Customer must resolve the lien or ownership issues before proceeding.  13. If the Customer is not listed as the surper and vehicle has been should as
	12. If the Customer is not listed as the owner and vehicle has been abandoned on the Customer's property:
	13. If the record can be found in the database:
	a. TCS Staff notifies the owner and lien holder on record by certified mail.
	b. If there is no response, the TCS Staff pulls the record and generates a letter
	to the Customer which must be signed by the applicant.
	<ul> <li>The Customer returns the letter and affirms through signature that either:</li> <li>The vehicle has not been redeemed and the Customer still needs a COA.</li> </ul>
	ii. The vehicle has been redeemed and the Customer no longer needs a
	COA.
	14. If the record cannot be found in the database:
	<ul> <li>a. TCS Staff advertises the vehicle description, VIN and ownership claim on the TxDMV website.</li> </ul>
	b. If there is no response within 20 days:
	<ul> <li>i. TCS Staff pulls the record, generates a letter and sends it to the</li> </ul>
	Customer requesting a signature.
	<ul><li>ii. The Customer signs the letter and returns it with signature, verifying that either:</li></ul>
	1. The vehicle has not been redeemed and the Customer still needs a
	COA, or
	<ol> <li>The vehicle has been redeemed and the Customer no longer needs a COA.</li> </ol>
	15. When TCS Staff receives the letter from the Customer, the Customer indicates
	they either still need the COA or they do not:
	a. If the Customer still needs a COA, the TCS Staff issues the COA;
A1:	b. If the Customer no longer needs the COA, the application is destroyed.
Alternate Flow List:	Alternate Flow 1: At any point during the interaction with the online self-service
	functionality, the Actor may initiate a request for web customer service. Refer to <u>use</u> case: CRD-1092 Obtain Web Customer Support.
	case. CIND-1032 Obtain web Gustomer Support.

Alternate Flow	N/A		
Details:			
Key Data	Customer Name		
Elements:	Customer Contact Information		
	• VIN		
Metrics/Measures:	Number of COAs per month		
Legacy Systems:	■ RTS MDVI		
	<ul> <li>COA DB</li> </ul>		
	<ul> <li>LRORSAL (note, the COA DB and LRORSAL are integrated; LRORSAL</li> </ul>		
	automatically feeds COA status to COA DB on a daily basis)		
Channels:	■ Online		
	Mail		
	■ Walk-In		

# 11.5.2.2 VTR-1860 Obtain Certificate of Authority for Insurance Company to Dispose of Vehicle

Primary Actor:	Insurance Company	Secondary Actors:	TXDMV TCS COA Staff (staff)
Use Case Name:	Obtain Certificate of Author	ority to Insurance Comp	pany to Dispose of Vehicle

Context:	This use case occurs when a vehicle has been in an accident and the insurance company has declared the vehicle a total loss in the insurance claim; the Insurance Company has paid the owner or lien holder damages and should legally own the vehicle but cannot obtain the title from the previous owner or lien holder.  The Insurance Company applies for a certificate of authority in order to dispose of the vehicle through a salvage dealer or a metal recycler.	
Use Case Goal:	To obtain a certificate of authority (COA) to dispose of a vehicle.	
SMEs:	Melissa Tayler	
Div/Process Area:	VTR/TCS/Certificate of Authority	

Pre-Conditions:	Insurance Company applies for COA		
Trigger:	The Insurance Company submits an Application for Certificate of Authority (Form		
	VTR 72-2) with payment.		
Post-Conditions:	The Insurance Company has obtained a COA		
Basic Flow:	1. The Insurance Company uses their log in credentials to log into the system, lects		
	application, and submits payment.		
	2. If the application is mailed, refer to use case: ADMIN-1077 Process Incoming		
	Documents and Initiate Workflow.		
	a. The process continues with step 3.		
	<ul><li>3. The system routes the application to TCS Staff.</li><li>4. TCS Staff reviews the application and attachments for completeness:</li></ul>		
	VTR 71-2 form		
	A Total Loss Statement (written on the form)		
	<ul> <li>Proof of payment for the vehicle (typically a photocopy of the front side and</li> </ul>		
	back side of the cleared check used to pay for the vehicle)		
	5. TCS Staff searches the vehicle record.		
	6. If the vehicle is out of state, the TCS Staff searches NMVITS to find the state the		
	vehicle was last registered in; the TCS Staff then sends a request to the state		
	requesting a motor vehicle record for the vehicle.		
	4. TCS Staff puts the application on hold until a response is received (note,		
	sometimes the receiving state requires that the request be submitted via a special form).		
	5. If there is no lien on the title and all parties have been paid, the TCS Staff issues		
	a COA.		
	6. If there is a lien on the title, but all parties (lien holder or owner on record) have		
	not been paid, the TCS Staff issues a letter to the non-paid party(ies).		
	7. If there is a dispute regarding payments, the process stops and the application is		
	sent back to the Insurance Company;		
	iii. To resolve the issue, the Insurance Company must obtain a		
	Power of Attorney (POA) from the owner or a court order to issue a COA.		
	8. If a POA or court order is submitted with the application, the TCS Staff issues the		
	COA.		
Alternate Flow List:	Alternate Flow 1: At any point during the interaction with the online self-service		
, Elot.	functionality, the Actor may initiate a request for web customer service. Refer to use		
	case: CRD-1092 Obtain Web Customer Support.		

Alternate Flow Details:	N/A
Key Data	Insurance Company Name
Elements:	Insurance Company Contact Information

	• VIN
Metrics/Measures:	
Legacy Systems:	<ul> <li>RTS MDVI</li> <li>COA DB</li> <li>LRORSAL (note, the COA DB and LRORSAL are integrated; LRORSAL automatically feeds COA status to COA DB on a daily basis)</li> </ul>
Channels:	<ul><li>Online</li><li>Mail</li></ul>

# 11.5.2.3 VTR-1865 Obtain Certificate of Authority (COA) for Tow Truck or Storage Facility

Primary Actor:	Storage Owner		TXDMV TCS COA Staff (staff)
Use Case Name:	Obtain Certificate of Authority (COA) for Tow Truck or Storage Facility		
Context:	Scenario 3 - A towing company, garage, or licensed vehicle storage facility has an abandoned vehicle and needs a certificate of authority to dispose of the vehicle;		
Use Case Goal:	The Storage Owner wants	s legal proof of authority	to dispose of a vehicle.
Div/Process Area:	VTR/TCS/Certificate of Au	uthority	

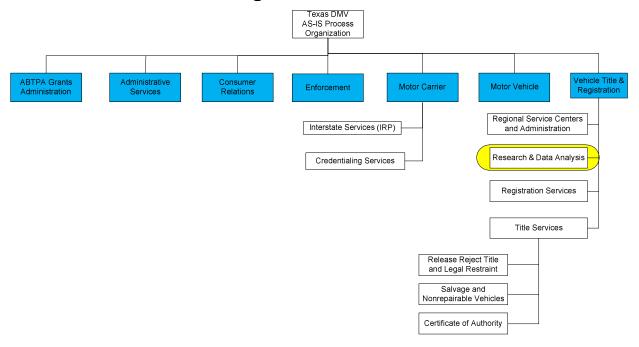
Due Canditiane	Vahiala is in the passession of the Storage Owner, shandared and more than 10			
Pre-Conditions:	Vehicle is in the possession of the Storage Owner, abandoned and more than 10 vears old.			
	J			
Trigger:	The Storage Owner submits an application for COA (form VTR-71-6) via mail and a			
	\$10 check or money order.			
Post-Conditions:	The Storage Owner has obtained a COA and can legally dispose of the vehicle.			
Basic Flow:	The Storage Owner submits the application online and submits payment.			
	2. The system emails a receipt.			
	3. If the application is mailed, refer to use case: ADMIN-1077 Process Incoming			
	Documents and Initiate Workflow.			
	a. The process continues with step 4.			
	4. The system routes the application to TCS Staff.			
	5. The TCS Staffreviews the application and attachments for completeness:			
	6. If law enforcement has signed the application (VTR 71-6) that the vehicle was			
	picked up by law enforcement, the TCS Staff will issue the COA.			
	7. If law enforcement has not signed the VTR 71-6 form, the Storage Owner must			
	obtain and submit a motor vehicle record			
	Note: most licensed tow truck and storage facilities pay to have access			
	to the DMV vehicle database or they can go the county and obtain the			
	information			
	The Storage Owner must attempt to notify the vehicle owner and the lien holder			
	(if applicable) of the application for COA and retain proof of notification in the			
	form of a certified mail receipts:			
	•			
	iv. PS3800 for mail receipt			
	v. PS 3811 green card (proof of mail received)			
	vi. If the vehicle is out-of-state, TxDMV needs an out-of-state title			
	record with certified notice or proof of a newspaper			
	advertisement			
	8. When information is received, the TCS Staff will issue the COA.			
Alternate Flow List:				
	functionality, the Actor may initiate a request for web customer service. Refer to <u>use</u>			

case: CRD-1092 Obtain Web Customer Support.

Alternate Flow Details:	N/A
Key Data	Storage Owner Name
Elements:	Insurance Company Contact Information
	• VIN
Metrics/Measures:	
Legacy Systems:	<ul> <li>RTS MDVI</li> <li>COA DB</li> <li>LRORSAL (note, the COA DB and LRORSAL are integrated; LRORSAL automatically feeds COA status to COA DB on a daily basis)</li> </ul>
Channels:	Mail to VTR- TCS

# 11.6 Research and Data Analysis Services

## 11.6.1 Overview and Background



## 11.6.1.1 Purpose and Objective of Program

Research and Data Analysis is responsible for Vehicle Data Management, the VTR budget, fulfilling open records requests, and maintaining statistical and historical data for ongoing and ah hoc reporting, among other activities.

VDM is responsible for the integrity of vehicle record data and supports vehicle titling and registration by correcting vehicle records and conducting data cleanup projects when needed. VDM also researches title histories on film and digital image at the request of the public, law enforcement and TxDMV staff.

VDM is responsible for vehicle record data and supports vehicle titling and registration by correcting title errors. County TACs are prohibited from making any changes to any fields in a vehicle record that could change the value or ownerhip of the vehicle; these types of corrections are forwarded to VDM for input into the Registration and Title System (RTS).

VDM also researches title histories from film and digital images at the request of the public, law enforcement and TxDMV staff. Title history is maintained on microfilm or digital images are stored using FileNet Image Services. All history prior to 2007 is on microfilm. VDM is conducting an ongoing project to convert film to digital images as funds permit.

VDM uses The Kodak Computer Assisted Actions indexing and request system (KCAA) maintains the location of imaged title records.

VDM is also responsible for data cleanup projects, which is captured as a work activity in this document.

#### 11.6.1.2 Volume and Metrics

- 15 full time equivalent staff, including the manager
- Requests for Texas Motor Vehicle Information approximately 1200-1300 per month
- Title Research Requests approximately 950 per month
- Title Corrections approximately 100 150 per day
- High priority but low volume work activities (FY2010):
  - Damaged titles-614
  - Reinstating records-4,169
- Highest volume work activities (FY2010):
  - Daily Error Reports-41,972
  - Exports-39,553
  - Stolen Verifications-37,763
- Data Cleanup Activities (FY11 YTD)
  - MVDI Deletions-416,087
  - MVDI Modifications-162,068
  - MVDI Reinstates-4,308

#### 11.6.1.3 Use Case Overview

These Use Cases describe the process for Vehicle Data Management.

Use Case Name	Actor	
Research Title History	Customer	
Correct Vehicle Record	TxDMV TCS Staff	
Update Apportioned Registration	TxDMV TCS Staff	
Send Error Reports to Regional Offices	TxDMV VDM Staff	

## 11.6.2 Use Cases

## 11.6.2.1 VTR-1880 Research Title History

Primary Actor: Custo	omer Secondary	y Actors: TxDMV VDM Staff, serving multiple
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		roles:	
		Data Analyst  Title Analyset	
		Title Analyst     Film Analyst	
Use Case Name:	Research Title History	Film Analyst	
Context:	,	(VDM) receives requests for title history from the general	
Context.	Vehicle Data Management (VDM) receives requests for title history from the general public, law enforcement, and from other divisions within TxDMV.		
	Requests for title history fal	I into five categories:	
	Title and Registration Verification		
	Certified Title and Registration Verification		
	Non-Certified Title History		
	Certified Title History		
	Duplicate Registration Receipts		
	All external requests require a completed Request for Texas Motor Vehicle Information, (Form VTR-275), a copy of government issued photo ID, permitted use initialed and payment. These documents may be submitted online or mailed.		
	Title history is maintained on microfilm or digital image stored on the FileNet system.  All history prior to 2007 is on microfilm. VDM is conducting an ongoing project to convert microfilm to digital images as funds permit.		
	VDM uses The Kodak Computer Assisted Actions indexing and request system (KCAA) maintains the location of each title record, indicating the reel and frame number, or FileNet location if the title is newer and can be accessed in FileNet.		
	KCAA also allows users to request title history by entering name, VIN and document number. KCAA adds the request to a work queue.		
	For internal requests, see alternate flow.		
	VDM also receives subpoenas from attorneys; see alternate flow.		
Use Case Goal:	To provide Title History		
Div/Process Area:	VTR/Vehicle Data Management		

Pre-Conditions:	Form VTR-275 has been completed.		
Trigger:	VDM receives form VTR-275 and payment.		
Post-Conditions:	The Title History has been sent to the requestor		
Basic Flow:	<ol> <li>The Customer submits the application online, attaches a copy of identification and submits payment.</li> <li>The system emails a receipt.</li> <li>If the application is mailed, refer to use case: ADMIN-1077 Process Incoming Documents and Initiate Workflow.         <ul> <li>a. The process continues with step 4.</li> </ul> </li> <li>The System</li> <li>The Customer completes the application online, attaches a copy of identification, and submits payment.</li> <li>The Title Analyst reviews the VTR-275 for completion; the 275 must be complete and signed, the fee must be paid, permitted use initialed, and a copy of a government issued ID is included.</li> <li>The Title Analyst adds comments with instructions for the Film Tech, e.g., redaction not required (all SSN and DL numbers are redacted unless requested).</li> </ol>		

	8. If anything is missing or incomplete, the Title Analyst calls the requestor and		
	asks them to provide additional information.		
	a. The Title Analyst also updates the system with any missing		
	information and notes about the phone call.		
	b. The Title Analyst updates the date ordered field (There are four		
	dates that are tracked: date ordered, date matched, date analyzed,		
	data mailed. These dates are used to track aging).		
	9. If the request is complete and approved, the Title Analyst must press a "Send		
	Docs to KCAA" button, then the system automatically updates the KCAA		
	request queue (overnight). The "Send Docs to KCAA" button is selected at the		
	end of working day.		
	10. The VDM Film Analydst selects an item from the queue and searches KCAA by		
	VIN or document number.		
	11.KCAA returns reel, frame and/or F for FileNet location.		
	12. The Film Analyst retrieves images from microfilm or digital images and redacts		
	the social security and driver's license number.		
	13.The Film Analyst creates TIFF images.		
	14. The Film Analyst searches FileNet for any additional images needed.		
	15. The Film Analyst emails the resulting images to the VDM Mailbox.		
	16. The Title Analyst reviews the Title History.		
	17. The Title Analyst updates the Date Matched in the system.		
	If the request is for a Certified History, the Title Analyst numbers the pages		
	and puts a Certification seal on the documents, and signs.		
	18. The Title Analyst mails the documents to the Customer (if the Title History is		
	non-certified, they may optionally email it).		
Alternate Flow List:	Alternate Flow 1: At any point during the interaction with the online self-service		
	functionality, the Actor may initiate a request for web customer service. Refer to <u>use</u>		
	case: CRD-1092 Obtain Web Customer Support.		
	Alternate Flow 2 - Receive Subpoena		
	Alternate Flow 3 - Internal Request for Title History		

Alternate Flow	Alternate Flow 2 – Receive Subpoena		
Details:	The process is the same, but no Form 275 is required. There is no fee for requests		
	that are made by law enforcement, government entities or internal requests.		
	Alternate Flow 3 - Internal Request for Title History		
	Internal requests are entered directly into KCAA or via email to VDM-Mailbox by the		
	requestor and are queued for processing by a VDM Film Analyst.		
Key Data	Company Name		
Elements:	Person name.		
	Address		
	Document Number		
	• VIN		
	Code for Type of Request		
	Number of Requests		
Metrics/Measures:	1200 to 1300 requests per month		
Legacy Systems:	DOC RQST (MS Access Database)		
	KCAA		
	FileNet		
	MVDI		
	VINASSIST		

	RTS-POS
Channels:	Mail
	• Fax
	Email
	KCAA

## 11.6.2.2 VTR-1885 Correct Vehicle Records

5.			T D10///D14 O/ // //TD/O	
Primary Actor:	County TAC Staff,	Secondary Actors:	TxDMV VDM Staff, VTR/County	
	TxDMV TCS Staff		TAC Staff, Law Enforcement,	
			TxDMV Correspondence Staff	
Use Case Name:	Correct Vehicle Records			
Context:	Vehicle Data Managemen	t (VDM) Staff makes co	orrections to vehicle records when	
			rrection; essentially, anything that	
			DM unless the county processes	
	another title transaction. The majority of these corrections are removing a rebuilt			
		hicle record or changin	ng the odometer disclosure mileage	
	amount or brand.			
	Title corrections come in f	rom both the County T	AC and Title Control Services (TCS)	
			tions Division formerly submitted	
			County TACs are routed directly to	
	VDM via fax; errors that are caught by the TAC office of Regional Service Centers			
	after the title transaction is en route to TCS are identified by the via email to TCS.			
	TCS prepares a Pull List f	TCS prepares a Pull List from county emails, pulls the title transactions from the work		
	bundles, and routes them to VDM.			
	VDM receives the transactions needing correction from TCS, which contain:			
	RTS 500 (RTS Receipt)     Application for Toyas Contificate of Title (Form 1301)			
	<ul><li>Application for Texas Certificate of Title (Form 130U)</li><li>Original Title</li></ul>			
	Evidence of Ownership			
	·			
	Letter of Authorization, if applicable (if the error was made by the TAC, no fee     is charged; the Letter demonstrates that the fee can be well-add.)			
	is charged; the Letter demonstrates that the fee can be waived)			
	Regional Service Centers may request vehicle record correction via email directly to			
	VDM; VDM files these emails in a separate folder and saves them for 90 days.			
	, and the second			
	The Department of Public Safety (DPS) may request vehicle record corrections to add			
	or remove a stolen remark from the vehicle record; these print to a local printer via			
	Texas Law Enforcement Telecommunications System (TLETS.			
Use Case Goal:	To correct the vehicle record in RTS.			
Div/Process Area:	VTR/Vehicle Data Management			

Pre-Conditions:	A title error which impacts the value of the vehicle has been identified.		
Trigger:	A record error notification is received by VDM Staff.		
Post-Conditions:	The vehicle record is corrected in RTS.		
Basic Flow:	<ol> <li>The title and requested correction are delivered to VDM.</li> <li>VDM Staff makes a copy of the receipt.</li> <li>VDM Staff logs into the system and searches the record by VIN</li> <li>VDM Staff makes the requested correction to the vehicle record.</li> </ol>		

Alternate Flow List:	kept for 30 days and then destroyed.  a. If the correction was routed from TCS, VDM Staff routes the title package back to TCS so they can release the title for issuance.  Alternate Flow 1 – Vehicle Record Correction Requested by DPS
	5. VDM Staff files the copy of the receipt and the fax or email by date; these are

Alternate Flow	Alternate Flow 1 – Vehicle Record Correction Requested by DPS		
Details:	DPS sends a report to make the request via TLETS.		
	VDM Staff logs into DPS TLETS to verify.		
	VDM Staff log into RTS and searches the vehicle record by VIN		
	4. VDM adds the code for type of remark to the vehicle record.		
	5. VDM Staff files the report by date		
Key Data	VIN		
Elements:			
Metrics/Measures:	Volume is 100 to 150 per day		
Legacy Systems:	RTS		
	TLETS		
Channels:	Fax		
	Email		
	Mail		
	Phone		

# 11.6.2.3 VTR-1886 Update Apportioned Registration

Primary Actor:	TxDMV TCS Staff	Secondary Actors:	TxDMV VDM Staff
Use Case Name:	Update Apportioned Registration		
Context:	<ul> <li>When a Motor Carrier applies for an apportioned registration, they submit proof of ownership, and complete a title application or an application for Registration Purposes Only, Form 130-U (RPO).</li> <li>Scenarios: <ul> <li>Owner has applied for a title and is waiting for it to be issued</li> <li>Owner is out-of state and has submitted an RPO title application which has not yet been released</li> </ul> </li> <li>The system generates a daily report, the Non-Released Interface Report, listing the apportioned title applications.</li> <li>TCS routes the title transactions and Non-Released Interface Report to Vehicle Data Management (VDM). VDM reviews the title transactions to determine whether the application is for RPO or Title Only. VDM updates the vehicle record to reflect Title Only (no registration), apportioned # (if available) or RPO for registration purpose</li> </ul>		
	only. VDM then returns the title transactions to the Control Unit to release the titles.		
Use Case Goal:	To update the license plate number field on the vehicle record in the system so that the title may be released.		
Div/Process Area:	VTR/VDM		

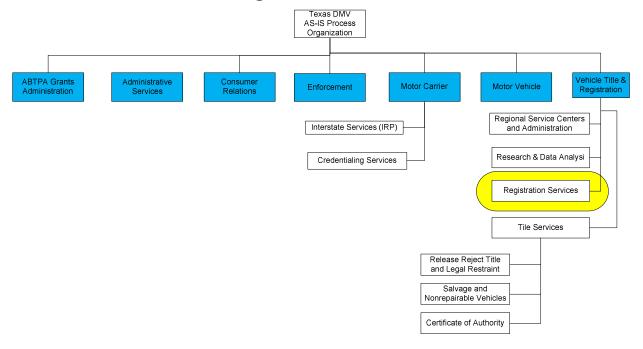
	Pre-Conditions:	TCS Staff has pulled the title transactions from the bundles of work.	
	Trigger:	TCS routes the title transactions to VDM.	
Post-Conditions:   • The vehicle record has been corrected in RTS.		The vehicle record has been corrected in RTS.	

	The title can be released.	
Basic Flow:	TCS Staff routes the title transaction to VDM.	
	2. VDM Staff logs into RTS and searches the vehicle by VIN.	
	VDM Staff enters "TOnly" in the license plate # field and selects the month via	
	RTS Mainframe.	
	4. VDM saves the record and routes the title transaction back to TCS to release the	
	title.	
Alternate Flow List:	N/A	

Alternate Flow	N/A
Details:	
Key Data	• VIN
Elements:	
Metrics/Measures:	Not available at this time.
Legacy Systems:	RTS
Channels:	Intra-office mail

# 11.7 Vehicle Registration Services

## 11.7.1 Overview and Background



## 11.7.1.1 Purpose and Objective of Program

The TxDMV VTR Vehicle Registration Services (Special Plate Section) unit provides or oversees the following functions and services:

 Approves and disapproves special license plate orders (checking for inappropriate messages).

- Handles the processing and distribution of souvenir plates.
- Processes applications for military meritorious services license plates.
- Processes requests for error corrections of specialty license plate records (from MyPlates, County TACs and Regional Service Centers.
- Provides courtesy communication to special license plate owners as needed.
- Manages the process for development, design and approval of new organizational specialty license plates.
- Processes State Official Newly Elected, Leaving Office, and Special Case handling for unique requests
- Answers phone calls from the public, TAC's and state officials with questions concerning the specialty plates

#### 11.7.1.2 Volume and Metrics

- 11 full time equivalent staff (5 Special Plate Section and 6 Registration Services), including the Director of Registration Services
- Specialty plates issued per year approximately 150,000 200,000
- New specialty plates created annually:
  - MyPlates: 75 125
  - Non-profit organizations: 2 5
  - Legislature approved: 2 4 per year

\*Note: 82<sup>nd</sup> Legislative Session created with nine new types of plates, along with additional 13 new designs for DV plate types

License plate errors corrected monthly 100 – 150

### 11.7.1.3 Use Case Overview

These Use Cases describe the processes carried out by TxDMV VTR Vehicle Registration Services:

Use Case Name	Actor	
	Nonprofit Organization or	
Apply for Organizational Specialty License Plate	Sponsoring State Agency	
Obtain a Souvenir License Plate	Customer	
Correct Specialty License Plate Registration	TxDMV Registration Services	
errors	Staff	
	TxDMV Registration Services	
Send Fee Change Letters to County Judges	Staff	

# 11.7.2 Use Cases

# 11.7.2.1 VTR-1895 Apply for Organizational Specialty License Plate

Primary Actor:	Nonprofit Organization or Sponsoring State Agency	Secondary Actors:	TxDMV Specialty License Plate Staff MyPlates County TAC TxDMV Warehouse Management
			Staff Huntsville Prison Staff TxDOT License Plate Test Lab TxDMV Board
Use Case Name:	Apply for Organizational S	Specialty License Plate	
Context	Only nonprofit groups are eligible to apply for and organizational specialty license plate through TxDMV. The two methods for requesting a new specialty license plate are listed below:		
	<ul> <li>Nominate a state agency sponsor to receive the funds from the sale of your specialty plates and work with that agency to identify how these funds will be used. The sponsoring state agency will receive \$22 for the sale or renewal of each set of specialty plates for a specific use in relation to the non-profit organization</li> </ul>		
	Request that TxDMV sponsor the specialty license plate. The organization receives no revenue from the sale or renewal of the specialty plates under this method, the proceeds are deposited to Fund 006, which funds highway improvements that keep Texans moving.		
	Specialty license plate applications will be reviewed for completeness and presented on the TxDMV's website for a 10-day period of public comment, after which the TxDMV Board will approve or disapprove during an open <a href="meeting">meeting</a> . If all goes well, a plate submission could take as little as two months to be approved by the TxDMV Board. Delays caused by an incomplete application, a design that doesn't pass state legibility requirements or changes to the TxDMV's Board meeting schedule will extend the time required.		
	A template for plate design is available on the TxDMV website. The application is available on the TxDMV website; Application for Non-profit Specialty License Plate (Form VTR-950).		
Use Case Goal:	To obtain approval for a nonprofit organization license plate design.		
Div/process Area:	VTR – Registration Services		

Pre-Conditions:	N/A	
Trigger:	A Nonprofit Organization submits an application for an organizational license plate including an electronic image of the design in JPEG format (must be developed using Adobe Photoshop Illustrated).	
Post-Conditions:	The organizational license plate has been approved, RTS has been configured and	

the Motoring Public can order the organizational plates. The Special Plate Section receives the following from the non-profit organization: the \$8,000 refundable deposit, the signed Request for Manufacture form, the non-profit organization's approval of the Passenger sample plate. The Special Plate Section sends an email to TxDMV Finance to provide FIN and USAS accounting codes. Motorcycle (MC), Trailer (TR), and Private Bus (PB) designs are created by the Special Plate Section and provided to the TxDMV Warehouse Management Staff. The Huntsville Prison Staff enters all Vehicle Type designs, RTS Plate Item Codes, and RTS Plate Item Code Descriptions into VIMS. Huntsville Prison Staff manufactures MC, TR, and PB sample plates. The TxDMV Warehouse Management Staff sends the sample plates to the Special Plates Section for reviewing quality, accuracy, colors, etc. Passenger, MC, TR, and PB samples are certified accurate by the Special Plate Section, which also scans all Vehicle Type sample plates, and prepares an Enhancement Request in an Excel spreadsheet to include RTS Codes for Plate Item Codes and Plate Item Code Descriptions, FIN and USAS accounting codes, etc. The Special Plates Section prepares an email to the TxDMV Web Development and Support Staff requesting for RTS programming to begin, for scheduling UAT, scheduling a launch date, etc.; attachments to the email are the Enhancement Request and scanned, color images of all Vehicle Types.

#### Basic Flow:

- 1. TxDMV Specialty License Plate Staff reviews the application and creates a design document in MS Word in which the image of the design has been "pasted in". The document includes codes for the license plates, special instructions, e.g., placement and color specifications, title location, etc.
- The design document is emailed to Huntsville to the Warehouse Management Staff.
- 3. Warehouse Management Staff downloads the document to a flash drive and brings the flash drive to the Prison Staff for manufacturing of sample plates.
- 4. Huntsville Prison Staff produces 4-7 sample plates according to the specifications in the design document.
- 5. Warehouse Management Staff labels the back of the plates with manufacturing date and name of the plate (name of nonprofit organization) and sends the plates back to TxDMV Specialty License Plate Staff in Austin.
- 6. If approved for reflectivity and legibility, the sample plate is forwarded to the Nonprofit Organization for approval.
- 7. If the design is not approved:
  - a. The Nonprofit Organization submits an alternative design.
  - b. This process is repeated until the design is approved by the Nonprofit Organization.

Note: in some cases, this process has been repeated several times.

- 8. The TxDMV Specialty License Plate Staff publishes the approved design on the website for a 10-day period to solicit feedback from the General Public.
  - a. The website allows the General Public to vote by choosing either "I like the design" or "I don't care for it".
  - General Public is prompted to enter additional comments regarding the design.
- 9. After the public review/comment period, the Special Plate Section tallies the result and prepares a document for the TxDMV Board.
- 10. The Board reviews the design and makes a decision as to approve or reject.
  - a. If rejected, the Special Plate Section notifies the Nonprofit Organization, which in turn can appeal to the Board.
- 11. When approved by the Board, the Nonprofit organization must submit additional design images for motorcycle, trailer and private bus plates; (note, these plates have slightly different sizes, sticker placements, and/or additional text); these images are submitted to the Special Plate Section.
- 12. The Special Plate Section reviews the design documents for quality assurance purposes and updates the design document with all license plate images

	included and additional specifications.		
	a. If the application comes from a Nonprofit Organization (and not		
	MyPlates) the Special Plate Section develops a spreadsheet with		
	administrative table codes for system changes		
	13. The Special Plate Section scans, in color, all Vehicle Type sample plates and		
	prepares an Enhancement Request in an Excel spreadsheet to include Codes		
	for Plate Item Codes and Plate Item Code Descriptions, FIN and USAS		
	accounting codes, etc.		
	14. The section composes and sends an email to the TxDMV Web Development and		
	Support Staff requesting for programming to begin, for scheduling UAT, scheduling a launch date, etc.; attachments to the email are the Enhancement		
	Request and scanned, color images of all Vehicle Types.		
	15. The TxDMV Web Development and Support Staff begin programming.		
	16. Programming is completed by the TxDMV Web Development and Support Staff.		
	17. The new license plate design and codes are tested in User Acceptance Testing		
	(UAT) for approximately 4 weeks. UAT advises the TxDMV Web Development		
	and Support Staff of any programming issues. Any programming issues are		
	resolved immediately		
	18. UAT is successfully completed.		
	19. The new specialty license plate is scheduled for release to the general public.		
	20. The Motoring Public can order the new, non-vendor, non-profit organizational		
	specialty license plate. 21. VTR Director sends an RTB to the County Tax Assessor Collectors announcing		
	the new, non-vendor, non-profit organizational specialty license plate.		
Alternate Flow List:			
, atomato i for Elot.	may contain legislatively mandated requirements regarding the design of the		
	specialty license plate.		
	Alternate Flow 2 - My Plates designs the Specialty License Plate. Designs of the		
	Specialty License Plate is part of the application		

Alternate Flow Details:	Alternate Flow 1 - The Legislature Designs the Specialty License Plate.  If the Texas Legislature designs the Specialty License Plate, a TxDMV Board approval step is not needed.			
	Alternate Flow 2 - My Plates Designs the Specialty License Plate.  If My Plates designs the Specialty License Plate, the Special Plate Section does not prepare an Enhancement Request. The application contains the necessary information for the Plate Item Codes and the Plate Item Code Descriptions. The applications do not contain the FIN and USAS accounting codes			
Key Data	Nonprofit Organization Contact Information			
Elements:				
Metrics/Measures:	Number of requests from:			
	MyPlates – 75-125/year			
	Nonprofit Organizations - 2-5 /year			
	Legislature – 2-4 /year*			
Legacy Systems:	• RTS			
	VIMS			
Channels:	Mail			
	Email			
	Online			

## 11.7.2.2 VTR-1910 Obtain Souvenir License Plate

Primary Actor:	Customer	Secondary Actors:	TxDMV Specialty License Plate Staff MyPlates County TAC TxDMV Administrative Services Prison Manufacturing Staff
Use Case Name:	Obtain Souvenir License Plate		
Context	A souvenir license plate is a decorative or gift item that is smaller in font than a regular plate and is not legal for registration or display on a vehicle. A souvenir plate can be ordered directly from the TxDMV VTR Specialty License Plate Staff by submitting a form VTR 998 and including payment in form of a check or money order.		
Use Case Goal:	To obtain a souvenir license plate.		
Div/process Area:	VTR - Registration Services		

Pre-Conditions:	N/A		
Trigger:	Customer has submitted an application for a souvenir license plate and made payment via mail to TxDMV.		
Post-Conditions:	The Customer has received the plate.		
Basic Flow:	The Customer submits the application online and submits payment.		
	2. The system emails a receipt.		
	<ul> <li>a. If the application is mailed, refer to use case: ADMIN-1077 Process</li> </ul>		
	Incoming Documents and Initiate Workflow.		
	b. The process continues with step 4.		
	3. The system routes the order to the Prison Manufacturing Staff in Huntsville		
	Texas for manufacturing and distribution.		
	4. Prison Manufacturing Staff produces		
	5. The Huntsville warehouse mails the plate to the Customer. Refer to use case:		
	ADMIN-1030 Fulfill License Plate and Sticker Order.		
Alternate Flow List:	Alternate Flow 1: At any point during the interaction with the online self-service		
	functionality, the Actor may initiate a request for web customer service. Refer to <u>use</u>		
	case: CRD-1092 Obtain Web Customer Support.		

Alternate Flow	N/A		
Details:			
Key Data	Customer Contact Information		
Elements:	Plate Type		
	Plate Personalization Message		
Metrics/Measures:	Approximately 100 per year		
Legacy Systems:	• RTS		
	• VIMS		
Channels:	Mail		

# 11.7.2.3 VTR-1920 Correct Specialty License Plate Registration Errors

Primary Actor:	TxDMV Specialty	Secondary Actors:	RTS
	License Plate Staff		
Use Case Name:	Correct Specialty License Plate Registration Errors		
Context	MyPlates or a County TAC has discovered an error on a specialty license plate and submits an email to Registration Services to have the error corrected.		
Use Case Goal:	To correct a specialty license plate registration error.		
Div/process Area:	VTR - Registration Services		

Pre-Conditions:	An error on a Specialty License Plate record has been found.	
Trigger:	TxDMV Specialty License Plate Staff receives an email to correct the error.	
Post-Conditions:	The error has been corrected and email has been sent to the requesting organization.	
Basic Flow:	<ol> <li>TxDMV Specialty License Plate Staff receives the email.</li> <li>TxDMV Specialty License Plate Staff reviews the error and logs into the mainframe.</li> <li>TxDMV Specialty License Plate Staff retrieves the vehicle record, corrects the error and orders a replacement plate if applicable.</li> <li>TxDMV Specialty License Plate Staff updates an error log spreadsheet.</li> <li>TxDMV Specialty License Plate Staff sends an email back to the requestor confirming that the error was corrected.</li> </ol>	
Alternate Flow List:	N/A	

Alternate Flow	N/A
Details:	
Key Data	
Elements:	
Metrics/Measures:	MyPlates errors – 50-100/month
	County TAC/Regional Service Center errors - 50/month
Legacy Systems:	Mainframe/CIS
	Excel spreadsheet
Channels:	Email
	Phone
	• Fax

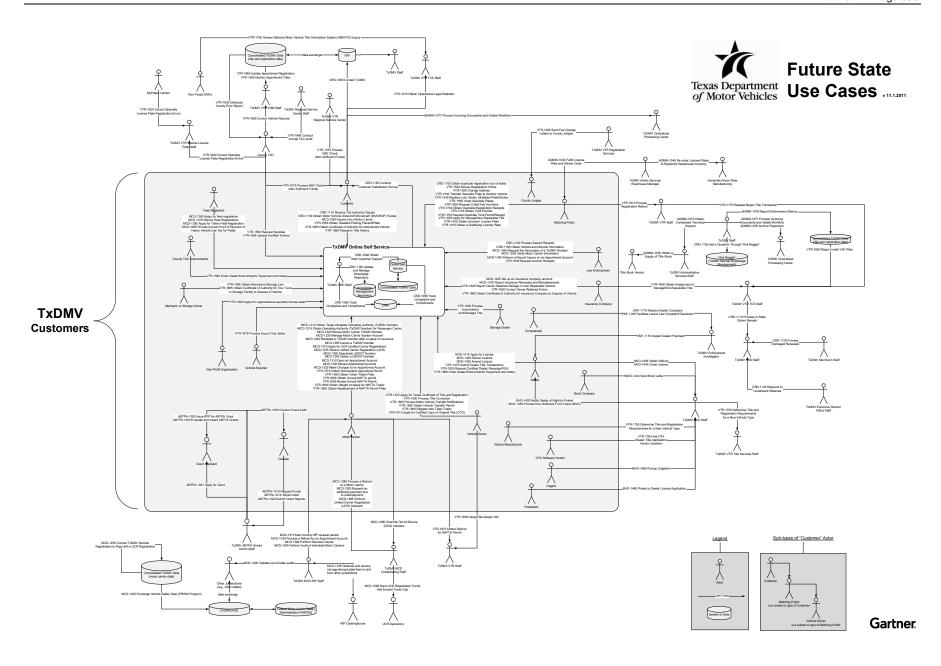
# 11.7.2.4 VTR-1925 Send Fee Change Letters to County Judges

Primary Actor:	TxDMV Registration	Secondary Actors:	County Judges, County TAC Staff,
,	Services Staff		TxDMV RTS Programming Staff
Use Case Name:	Send Fee Change Letters	to County Judges	
Context	By statute, county government may opt to change the fees they charge related to statute-authorized road and bridge fees and child safety fees on an annual basis.  TxDMV sends a letter to each county judge around mid June of each year to request a update on any changes the county has chosen to make to the fees. The letter is sent by email to each county judge, with a response requested by mid-August. Changes must be received by September 1 <sup>st</sup> . Typical changes involve a slight		
			to make to the fees. The letter is nse requested by mid-August.

	reduction in road and bridge fees during election years.
Use Case Goal:	To update county fees in RTS.
Div/process Area:	VTR - Registration Services

Pre-Conditions:	The statute permits fee changes.	
Trigger:	Fiscal year.	
Post-Conditions:	The fee structure has been updated in RTS.	
Basic Flow:	1. TxDMV Registration Services Staff prepares a letter to the county judges asking if they have made any changes to the Road and Bridge or Child Safety fees.	
	2. TxDMV emails the letter and copies the County TAC office.	
	<ol> <li>As the county judges respond, TxDMV Registration Services Staff tracks the responses in a spreadsheet.</li> </ol>	
	4. In early August, TxDMV Registration Services Staff emails a reminder notice to the county judges who have not responded. The reminder notice also imforms the county judge that no response will be assumed to mean that no changes have been made.	
	5. TxDMV Registration Services Staff submits the changes to RTS Programming Staff on September 1 <sup>st</sup> .	
Alternate Flow List:	N/A	

Alternate Flow	N/A
Details:	
Key Data	County Judge Contact Information
Elements:	
Metrics/Measures:	1 to 2 changes per year
Legacy Systems:	• RTS
	Excel
Channels:	Mail
	Email



**Appendix B: Actors and Associated Use Cases Cross-Reference** 

Primary Actor	Use Cases	
Bond Company	MVD-1440 Send Bond Letter	
Complainant	ENF-1175 Resolve Complaint	
Complainant	ENF-1185 Facilitate Lemon Law Complaint Resolution	
Consolidated Motor Carrier System	MCD-1235 Convert TxDMV Number Registration to Align with a UCR	
	Registration	
Consolidated Motor Carrier System	MCD-1345 Exchange Vehicle Safety Data (PRISM Program)	
County TAC	VTR-1845 Update Scofflaw Entries	
County TAC Staff	VTR-1560 Request Supplies	
County TAC Staff	VTR-1575 Process NSF Check (Non Sufficent Funds)	
County TAC Staff	VTR-1735 Request County Supplies	
Customer	CRD-1080 Contact TxDMV	
Customer	CRD-1092 Obtain Web Customer Support	
Customer	CRD-1100 Obtain Motor Vehicle Division/Enforcement (MVD/ENF) Packet	
Customer	CRD-1115 Resolve Toll Authority Dispute	
Customer	MCD-1260 Inquire into a Motor Carrier	
Customer	VTR-1565 Obtain Disabled Parking Placard/Plate	
Customer	VTR-1795 Release/Reject Resubmitted Title	
Customer	VTR-1830 Correct Owner Retained Errors	
Customer	VTR-1855 Obtain Certificate of Authority for Abandoned Vehicle	
Customer	VTR-1880 Research Title History	
Dealer	MVD-1415 Apply for License	
Dealer	MVD-1425 Renew License	
Dealer	MVD-1430 Amend License	
Dealer	MVD-1435 Obtain Refund	
Dealer	MVD-1445 Close License	
Dealer	VTR-1475 Submit Dealer Title Transactions	
Dealer	VTR-1625 Request Certified Dealer Reassign/POA	
Dealer/County Subcontractor	VTR-1580 Order Dealer/Subcontractor Equipment and Setup	
DTA Software Vendor	VTR-1765 Ask DTA (Dealer Title Application) Vendor Question	
Enforcement Investigator	ENF-1200 Schedule Premise Inspections	
Exporter	VTR-1675 Process Export Only Sales	
Fleet Registrant	MCD-1365 Apply for fleet registration	
Fleet Registrant	MCD-1370 Renew Fleet Registrations	
Fleet Registrant	MCD-1380 Apply for Token Fleet Registration	
Fleet Registrant	MCD-1385 Provide Annual Proof of Payment of Heavy Vehicle Use Tax for	
	Fleets	
	<u>I</u>	

Primary Actor	Use Cases	
Grant Applicant	ABTPA-1000 Issue RFP for ABTPA Grant	
Grant Applicant	ABTPA-1001 Apply for ABTPA Grant	
Grantee	ABTPA-1010 Request Funds	
Grantee	ABTPA-1015 Adjust Grant	
Grantee	ABTPA-1020 Submit Grant Reports	
Insurance Company	MCD-1205 Set up an insurance company account	
Insurance Company	MCD-1230 Report Insurance Renewals and Reinstatements	
Insurance Company	VTR-1780 Release/Reject Bonded Title	
Insurance Company	VTR-1790 Release/Reject Dealer Bankruptcy Title	
Insurance Company	VTR-1825 Report Owner Retained Salvage or Non-Repairable Vehicle	
Insurance Company	VTR-1860 Obtain Certificate of Authority for Insurance Company to Dispose	
	of Vehicle	
Internal Triggered Use Cases	VTR-1885 Correct Vehicle Records	
Internal Triggered Use Cases		
	VTR-1890 Send Error Reports to Regional Service Centers	
Law Enforcement	CRD-1120 Process Seized Placards	
Law Enforcement	CRD-1165 Obtain Vehicle and Motorist Information	
Law Enforcement	MCD-1245 Request the Revocation of a TxDMV Number	
Law Enforcement	MCD-1255 Verify Motor Carrier Information	
Law Enforcement	MCD-1340 Perform a Record Inquiry on an Apportioned Account	
Law Enforcement	VTR-1630 Request Auction Receipts	
Litigant	MVD-1465 Pursue Litigation	
Mechanic	VTR-1485 Obtain Mechanic's Lien	
Motor Carrier	MCD-1210 Obtain Texas Intrastate Operating Authority (TxDMV Number)	
Motor Carrier	MCD-1220 Renew Motor Carrier TxDMV Number	
Motor Carrier	MCD-1225 Manage Motor Carrier System Account	
Motor Carrier	MCD-1240 Reinstate a TxDMV Number after a Lapse in Insurance	
Motor Carrier	MCD-1250 Cancel a TxDMV Number	
Motor Carrier	MCD-1270 Apply for UCR (Unified Carrier Registration)	
Motor Carrier	MCD-1275 Renew Unified Carrier Registration (UCR)	
Motor Carrier	MCD-1300 Deactivate USDOT Number	
Motor Carrier	MCD-1305 Obtain a USDOT Number	
Motor Carrier	MCD-1310 Open an Apportioned Account	
Motor Carrier	MCD-1325 Make Changes to an Apportioned Account	
Motor Carrier	MCD-1350 Override Out-of-Service (OOS) Indicator	
Motor Carrier	VTR-1570 Obtain Nonresident Agricultural Permit	
Motor Carrier	VTR-1585 Obtain Token Trailer Plate	
	7 7 7 7	

Primary Actor	Use Cases	
Motor Carrier	VTR-1650 Obtain Annual NAFTA permit	
Motor Carrier	VTR-1655 Renew Annual NAFTA Permit	
Motor Carrier	VTR-1660 Obtain Weight Increase for NAFTA Trailer	
Motor Carrier	VTR-1665 Obtain Replacement of NAFTA Permit Plate	
Motor Carrier	VTR-1670 Obtain Refund for NAFTA Permit	
Motoring Public	CRD-1105 Obtain duplicate registration (out of state)	
Motoring Public	VTR-1510 Process Registration Renewal	
Motoring Public	VTR-1515 Process Subcontractor Renewal Registrations	
Motoring Public	VTR-1520 Renew Registration Online	
Motoring Public	VTR-1525 Change Address	
Motoring Public	VTR-1530 Request Specialty License Plates (TAC)	
Motoring Public	VTR-1540 Transfer Specialty Plate to Another Vehicle	
Motoring Public	VTR-1545 Replace Lost, Stolen, Mutiliated Plate/Sticker	
Motoring Public	VTR-1550 Order Specialty Plates Online	
Motoring Public	VTR-1615 Process Registration Refund	
Motoring Public	VTR-1620 Request Credit Fee Vouchers	
Motoring Public	VTR-1740 Obtain Duplicate Registration Receipts	
Motoring Public	VTR-1745 Obtain Time Permits	
Motoring Public	VTR-1750 Request Duplicate Time Permit/Receipt	
Motoring Public	VTR-1835 Apply for Salvage/Non-Repairable Title	
Motoring Public	VTR-1905 Fulfill Order for a Specialty Plate	
Motoring Public	VTR-1915 Obtain a Qualifying License Plate	
Motoring Public	VTR-1920 Correct Specialty License Plate Registration Errors	
non-profit organization	VTR-1815 Obtain Operational Legal Restraint	
non-profit organization	VTR-1900 Obtain a Specialty License Plate	
Non-Texas State DMVs	VTR-1760 Answer National Motor Vehicle Title Information System (NMVITS)	
	Inquiry	
Passenger Carrier	MCD-1215 Obtain Operating Authority (TxDMV Number) for Passenger	
	Carrier	
Protestant		
Salvage Dealer	MVD-1460 Protest a Dealer License Application	
Storage Owner	VTR-1600 Process Surrendered Junk/Salvage Title	
Storage Owner	VTR-1490 Obtain VTR Storage Lien	
TxDMV ABTPA Staff	VTR-1865 Obtain Certificate of Authority for Tow Truck or Storage Facility	
	ABTPA-1005 Evaluate and Award ABTPA Grants	
TxDMV Administrative Services Staff	ADMIN-1030 Fulfill License Plate and Sticker Order	

Primary Actor	Use Cases
TxDMV Administrative Services Staff	ADMIN-1035 Obtain a Supply of Title Stock
TxDMV CR Staff	CRD-1095 Track Complaints and Compliments
TxDMV CR Staff	CRD-1150 Conduct Customer Satisfaction Survey
TxDMV CR Staff	CRD-1160 Update and Manage Knowledge Repository
TxDMV Credentialing staff	MCD-1265 Perform Unified Carrier Registration (UCR) Outreach
TxDMV Credentialing staff	MCD-1285 Process a Refund to a Motor Carrier
TxDMV Credentialing staff	MCD-1290 Request an additional payment due to underpayment
TxDMV Credentialing staff	MCD-1295 Send UCR Registration Funds that Exceed Texas Cap
TxDMV Executive Director Office Staff	CRD-1145 Respond to Constituent Referrals
TxDMV Grants Administrator	ABTPA-1025 Conduct Grant Audit
TxDMV Investigator	ENF-1170 Inspect Dealer Premises
TxDMV Investigator	ENF-1190 Process Investigation Report
TxDMV IRP Staff	MCD-1315 Mail monthly IRP renewal packet
TxDMV IRP Staff	MCD-1320 Renew Apportioned Account
TxDMV IRP Staff	MCD-1330 Process a Refund for an Apportioned Account
TxDMV IRP Staff	MCD-1335 Disburse and receive net apportioned plate fees to and from other
	jurisdictions
TxDMV IRP Staff	MCD-1390 Perform Records Checks
TxDMV IRP Staff	MCD-1395 Perform Audit of Interstate Motor Carriers
TxDMV IRP Staff	MCD-1400 Validate out-of-state audits
TxDMV Mailroom Staff	CRD-1125 Process Damaged Renewals
TxDMV MVD Staff	MVD-1420 Notify Dealer of Right to Protest
TxDMV MVD Staff	MVD-1450 Process Non-Sufficient Fund Check (MVD)
TxDMV Regional Service Center Staff	ADMIN-1040 Obtain a Supply of Preaddressed Window Envelopes
TxDMV Regional Service Center Staff	VTR-1645 Conduct Annual TAC Audit
TxDMV Regional Service Center Staff	VTR-1730 Process Non-Sufficient Fund Check at Regional Service Center
TxDMV Registration Staff	VTR-1925 Send Fee Change Letters to County Judges
TxDMV Specialty License Plate Staff	VTR-1840 Obtain Assignment of Salvage/Non-Repairable Title
TxDMV Staff	ADMIN-1065 Produce and Mail Plates, Stickers and Registration Receipts
TxDMV Staff	ADMIN-1070 Provide Centralized Technical Support
TxDMV Staff	ADMIN-1076 Archive Paperwork
TxDMV Staff	ADMIN-1077 Process Incoming Documents and Initiate Workflow
TxDMV Staff	ADMIN-1078 Report Performance Metrics
TxDMV Staff	CRD-1155 Ask a Question Through "Ask Reggie"
TxDMV Staff	VTR-1770 Release/Reject Title Transaction
TxDMV TCS Staff	VTR-1780 Release/Reject Special Title Transaction
l	ı

Primary Actor	Use Cases
TxDMV TCS Staff	CRD-1110 Process In-State Stolen Remark
TxDMV TCS Staff	VTR-1800 Reject Invalid VIN Titles
TxDMV VDM Staff	VTR-1635 Receive and Distribute County Error Report
TxDMV VDM Staff	VTR-1805 Monitor Apportioned Titles
TxDMV Warehouse Manager	ADMIN-1045 Re-order License Plates to Replenish Warehouse Inventory
Vehicle Manufacturer	VTR-1755 Determine Title and Registration Requirements for a New Vehicle
	Туре
Vehicle Owner	VTR-1470 Apply for Texas Certificate of Title and Registration
Vehicle Owner	VTR-1500 Process Title Correction
Vehicle Owner	VTR-1505 Process Motor Vehicle Transfer Notifications
Vehicle Owner	VTR-1590 Obtain Vehicle Transfer Permit
Vehicle Owner	VTR-1595 Register Non-Titled Trailer
Vehicle Owner	VTR-1605 Assign/Re-Assign VIN
Vehicle Owner	VTR-1610 Apply for Certified Copy of Original Title (CCO)

## **Appendix C: Legacy System Dictionary**

The following table contains a listing of the major systems referenced in the AS-IS use cases. Additional details on these systems and how they support TxDMV business processes are documented in the use case specifications.

Name	System Acronym	Descriptions	Primary Users	Application Source
Allocation Database		Used by Administration services to create orders for accountable supplies and issue invoices	Administration Services	Internally Developed
ASCENT		Front End processing to FileNet used for uploading files from Global 360 - Could be eliminated	Administration Services	Commercial off the shelf software (COTS)
Auto Burglary and Theft Prevention Authority (ABTPA)	АВТРА	ABTPA is a legacy accounting application. This system tracks accounting for ABTPA. System allows tracking of theft prevention programs, theft statistics, and federal grant programs	Grants Administrations	Commercial off the shelf software (COTS)
AutoCheck		National Database to look up vehicle information	All divisions, TACs	Externally hosted
CarFax		National Database to look up vehicle information	All divisions, TACs	Externally hosted
CaseWorks		Subsystem of LRORSAL used by Consumer Relations to track requests		Internally Developed
Check Register		Access database used by Administrative services in the Building 1 Scan Center to track checks	Administration Services	Internally Developed
Customer Satisfaction Survey Applications (Based on Survey Monkey)		Third part hosted application to collect feedback from employees	Consumer Services Division, External users	Package/ Externally Hosted
Complaint Management System	CMS	Computer application used to process orders for specialty license plates.	External Motoring Public, Law Enforcement	Internally Developed
Customer Relationship Management Database	CRM Database	TxDMV CRD Staff records complaints and compliment and suggestion in the CRM database.	Consumer Relations Division	Internally Developed
Commercial Vehicle Information System and Networks (CVISN) system	CVISN	Commercial Vehicle Information System and Networks (CVISN) system contains Federal Motor Carrier Safety Administration data from safety inspections done on vehicles nation-wide	Motor Carrier Division, Enforcement	External - Federal Motor Carrier Safety Administrations

Name	System	Descriptions	Primary Users	Application
	Acronym	•		Source
DPS Inquiry	dpsinquiry	A query used by DPS patrol officers working at border and weigh station sites. This system is a query of the MCD database to determine if a motor carrier has an active certificate. Data can be queried by certificate number, license plate or VIN criteria.	External - Law Enforcement	Internally Developed
Enforcement tracking system		System used to track dealer premises history and violations	Enforcement	Internally Developed
ePay		Texas Online Payment Processing is a payment gateway providing credit card collection of online registration fees (being replaced by Transaction Procession Engine (TPE).	External - Motoring Public	Externally hosted
еТад		An internet based application to allow dealers to issue temporary tags, placards and permits	External - Dealers	Vendor Developed/Hosted by Hewlett Packard
FaxCom		Application used by Consumer Relations to track faxes	Consumer Relations, TACS, VTR	Externally hosted
Fleet Tracking System	FTS	Systems to track fleet information	Motor Carrier Division	Internally Developed
Grants Tracking System	GTS	The Grant Tracking System (GTS) will provide all information relevant to the ATPA Grant Program.	Grants Administrations	Internally Developed
Internet Special Plates Web Applications - Hosted by TXOnline	IVTRS	Allows a customer to go online and select a special license plate and obtain a personalized number; IVTRS also allows for registration and address change online	External - Motoring Public	Externally hosted
ITEAM		Correspondence Staff use ITEAM to log and track requests for information packets.	Consumer Relations Division	Internally Developed
IRP Clearinghouse system		System hosted by Indiana used for settling IRP accounts across participating states	Motor Carrier Division	Externally Hosted - Indiana
Lexus/ACCRINT		Tools used by Enforcement to investigate complaints	Enforcement Division	Externally hosted

Name	System	Descriptions	Primary Users	Application
	Acronym			Source
KODAK Imagelink Application	KCAA	Management (VDM) uses this application to index Microfilm and imaged copies of vehicle documents in FileNet.	Internal Staff - All divisions	COTS
LACE Enterprise Document Management System (EDMS)	EDMS	The LACE MVD EDMS is an implementation of the EDMS for the MVD.	MVD, Consumer Relations	COTS
Learning Content Management System	LCMS	LCMS allows employees to search, access and share online learning, including online training courses, manuals, documents, newsletters and other types of written and electronic resources TxDMV employees need on the job	Administration Services, Regional Services Center Staff for training	COTS
Legal Restraint Owner Retained Salvage Database Applications	LRORSAL	Application and database for tracking Legal Restrains, Owner Retained and salvage vehicle processing and communication	Internal Staff, VTR, Consumer Relations, TACs	Internally Developed
Legislative Tracking System	LTS	System used to track fiscal and operational impacts developed by TxDMV that are associated with bills introduced in the Texas legislature.	VTR Staff	Internally Developed
Licensing, Administration, Consumer Affairs, & Enforcement System (LACE)	LACE	LACE is an integrated system that 1) manages the licensing of motor vehicle converters, manufacturers, distributors, representatives, dealers, lessors, and lease facilitators, 2) tracks litigation dockets and motor vehicle shows, 3) manages complaints.	MVD, Consumer Relations	Internally Developed
Mail Log Database	Mail Log	MS Access based applications to record communication and issue permit receipt - used for NAFTA permits, all divisions	Internal Staff, VTR, Consumer Relations, TACs	Internally Developed
Material and Supply Management System	MSMS	MSMS supports inventory management and purchasing of stock, parts, and supplies.	Administration Services, Huntsville	Internally Developed
MCD Enterprise Document Management System	MCDEDMS	MCDEDMS is an implementation of the EDMS for MCD.	Motor Carrier Division	COTS

Name	System Acronym	Descriptions	Primary Users	Application Source
MCD Knowledge Base	MCDKB	The MCD Knowledge Base (MCDKB) is an application that uses the phpBB software package from phpBB,phpBB is an Open Source bulletin board package that serves as a searchable, customizable, online repository for information which is useful to MCD employees.	Motor Carrier Division	COTS
Motor Carrier Credentialing System (MCCS)	MCCS	Enterprise Web-based application used by internal and external users for obtaining operating credentials (motor carrier registration), filing required insurance and printing associated documentation of credentials.	Motor Carrier Division, Motor Carriers	Internally Developed
Motor Vehicle Data Inquiry System	MVDI	Vehicle Titles and Registration Division inquiry into Registration and Titles database including Department of Public Safety, National Law Enforcement Telecommunication System, and MVInet (commercial user) inquiry.	All Division, TACS	Internally Developed
MVInet – Motor Vehicle Inquiry website	MVI-Net	provides web-based access to registration and titling information for VTR partners. ePay.	All Division, TACS	Externally Hosted
MyPlates		Computer application used to process orders for specialty license plates, operated by a joint partnership of Nacogd	External- Motoring Public	
National Change of Address	NCOA	Determination of address for mailing of registration renewal notifications.	VTR Staff	External
National Insurance Crime Bureau (NICB) system	NCIB	External systems used by Enforcement for background checks	Enforcement, Motor Carrier Division	
National Motor Vehicle Title Information System –	NMVTIS	Application providing consumers with information on vehicle's condition and history. NMVTIS allows consumers to find information on a vehicle's title, most recent odometer reading, brand history, and, in some cases, historical theft data.		

Name	System	Descriptions	Primary Users	Application
	Acronym			Source
Online Manuals	ОМ	Titling and Registration Manuals available online.		
Open Records	OPENRECORDS	Internal developed database for tracking open records requests		
Placard Database		Database used to track placards	All divisions, TACs	Custom Built
PRISM		Proprietary system used by Global 360 to manage and track the scanning and Imaging process	Global 360 External Vendor	
Production Database		Used by Consumer Relations to track correspondence	Consumer Relations Division	
Registration and Titling System	RTS	RTS is a dual-platform system (Mainframe & point of sale distributed) used by VTR and 254 county tax assessor collector offices for vehicle registration and titling. Series of laptops providing Remote Sticker Printing System. Internet Vehicle Title and Registration Services System (IVTRS) — RTS subsystem. Electronic Lien Titles is a subsystem implementing HB1535, to provide automated processing of electronic lien titles. RTS Response Time Monitor (RTS-RT)— RTS subsystem: Java application that collects response times and posts to DB2 database M0POSTS2).	VTR and TAC Staff	Custom Built
Remote Sticker Printing Systems	RSPS	RSPS is used by sub contractors for registration renewals; the output is collected on a flash drive (thumb drive) and imported into the RTS workstations at the County to speed up data entry.	Subcontractors	
SAGE MIP		ABTPA stand-alone accounting system		
Salvage Dealer Database		Application to maintain salvage dealer information	Used by all divisions and TACs	
Scan Manager 360		Global 360 proprietary system used for scanning and imaging	Global 360 External Vendor	Vendor package
Secretary of State business license search		SOS provided applications for looking up business license information	Enforcement	

Name	System	Descriptions	Primary Users	Application
	Acronym			Source
Safety and Fitness Electronic Records Systems	SAFER	US Department of Transportation web based system for looking up vehicle safety records	Enforcement, Motor Carrier Credentialing Staff	
Special License Plates System	SPLC	Maintains data pertinent to the issuance, renewal and inquiry of Special license plates issued in accordance with the registration laws enacted by the Texas legislature.	VTR, TACs	
Symposium		Call Center Software used for Reporting	Consumer Relations	Vendor package
Texas Commission for Environmental Quality	TCEQ	Provides VTR with failed vehicle emissions tests which are attached to vehicle records and displayed during registration renewal notification.	VTR	
Texas Department of Public Safety (DPS) –	dpsinquiry	DPS is provided with access to vehicle registration information for law enforcement purposes, along with file extracts of registration and titling information for stolen vehicle analysis.	DPS	
Texas International Registration Plan System — WEB Enabled	TxIRP	Program for licensing commercial vehicles engaged in Interstate operations with WEB enabled Electronic Credentialing.	Motor Carrier Division, Motor Carriers	COTS
TexasSure	TexasSure	Provides a validation of insurance by driver and vehicle and is utilized during registration renewal process.		
Uniform Statewide Accounting System	USAS	The Uniform Statewide Accounting System (USAS) is used to create payment vouchers for Grantees among other things		
Unified Carrier Registration System - Indiana	UCR	External system used for Unified Carrier Registrations	Motor Carrier Division, Motor Carriers	Hosted by State of Indiana
Vehicle Identification Number Analysis (VINA) –	VINA	Application that validates VIN (including check digit); generates standard vehicle descriptions; returns full spellings of vehicle make and series name; obtain vehicle data including gross vehicle weight (GVW), restraint type, engine detail, vehicle specifications and other vehicle options. Product is from R.L. Polk.	VTR, TACS	
Vehicle Registration Information Management System	VRIMS	Order entry software front-end for Huntsville prison used in making special license plates. Product is from 3M.	Adminstration Services	
VTR Enterprise Document Management System	VTREDMS	VTREDMS is an implementation of the EDMS for VTR	VTR Staff	

Name	System Acronym	Descriptions	Primary Users	Application Source
VTRTitle Document Imaging Project	VTR-TDIP	Uses FileNET in an electronic document imaging process to store and track vehicle title documents.	VTR Staff	COTS
WebAgent /Vision 21	WebAgent	A new suite of application being developed to provide for subcontractor and Dealer self service - the fist deployment of WebAgent will replace RSPS and the current flash drives and eliminate the need for proprietary laptop and software.	External motoring public	Internally developed
WebLog		System used by Consumer Relations to track email requests	Consumer Relations Division	Custom Built
WS-FTP Professional		FTP software used by Administration Services to manage uploads of files and images from Global 360	Administration Services	COTS

## **Appendix D: Business Requirements Spreadsheet**



**Business Requirements Spreadsheet** 

## Appendix E: Cross Reference of Initiatives and Modified Future State Use Cases

Contact Center Infrastructure and Process Improvement	Online Self-Service Capabilities for Motoring Public	Email Response Management Capability	Online Dealer Web Service Initiative	Revamp tne Dealer Licensing Program	Online Self-Service for Law Enforcement	E-Titles and E-Liens	Integrated Case Management System	One-Stop Shopping for Motor Carriers	Electronic Cab Cards	Enforce Scofflaw Statewide	Paperless Workflow	Supply Ordering via Online Self-Service	Direct Shipping of Plates, Stickers	Centralized Processing of Renewals	Enhanced Technical Infrastructure Help Desk and Support	Implement Consistent Service Delivery	Expand Service Availability	Expand Fleet Registration	Primary Actor	Full Use Case Name
													Yes						TxDMV Administrative Services Staff	ADMIN-1030 Fulfill License Plate and Sticker Order
												Yes							TxDMV Administrative Services Staff	ADMIN-1035 Obtain a Supply of Title Stock
															V				TxDMV Warehouse Manager	ADMIN-1045 Reorder License Plates to Replenish Warehouse Inventory
											V				Yes				TxDMV Staff	ADMIN-1070 Provide Centralized Technical Support
											es								TxDMV Staff	ADMIN-1076 Archive Paperwork ADMIN-1077 Process Incoming
											es								TxDMV Staff	Documents and Initiate Workflow
Yes	Yes	Yes	Yes	Yes	Yes	es	Yes	Yes	Y es	Yes	es	Yes		Yes	Yes	Yes	Yes	Yes	TxDMV Staff	ADMIN-1078 Report Performance Metrics
Yes		Yes																	Customer	CRD-1080 Contact TxDMV
Yes	Yes		Yes	Yes	Yes			Yes				Yes			Yes	Yes	Yes		Customer	CRD-1092 Obtain Web Customer Support
Yes																			TxDMV CR Staff	CRD-1095 Track Complaints and Compliments
Yes	Yes																		Customer	CRD-1100 Obtain MVD/ENF (Motor Vehicle Division/Enforcement) Packet
Yes	Yes																		Motoring Public	CRD-1105 Obtain a Duplicate Registration (Out of State)
																			TxDMV TCS Staff	CRD-1110 Process In-State Stolen Remark
Yes	Yes																		Customer	CRD-1115 Resolve Toll Authority Dispute
					Yes														Law Enforcement	CRD-1120 Process Seized Placards
Yes																			TxDMV CR Staff	CRD-1150 Conduct Customer Satisfaction Survey

Contact Center Infrastructure and Process Improvement	Online Self-Service Capabilities for Motoring Public	Email Response Management Capability	Online Dealer Web Service Initiative	Kevamp the Dealer Licensing Program	Online Self-Service for Law Enforcement	E-Titles and E-Liens	Integrated Case Management System	One-Stop Shopping for Motor Carriers	Electronic Cab Cards	Enforce Scofflaw Statewide	Paperless Workflow	Supply Ordering via Online Self-Service	Direct Shipping of Plates, Stickers	Centralized Processing of Renewals	Enhanced Technical Infrastructure Help Desk and Support	Implement Consistent Service Delivery	Expand Service Availability	Expand Fleet Registration	Primary Actor	Full Use Case Name
Yes																			TxDMV Staff	CRD-1155 Ask a Question through "Ask Reggie"
Yes	Yes																		TxDMV CR Staff	CRD-1160 Update and Manage the Knowledge Repository
					Yes		V												Law Enforcement	CRD-1165 Obtain Vehicle and Motorist Information
							Yes												TxDMV Investigator	ENF-1170 Inspect Dealer Premises
																			Complainant	ENF-1175 Resolve Complaint
							Yes												Complainant	ENF-1185 Facilitate Lemon Law Complaint Resolution
Yes								Yes		_						—			Insurance Company	MCD-1205 Set up an insurance company account
Yes								Yes	Y es										Motor Carrier	MCD-1210 Obtain Texas Intrastate Operating Authority (TxDMV Number)
Yes								Yes	Y es										Passenger Carrier	MCD-1215 Obtain Operating Authority (TxDMV Number) for Passenger Carrier
Yes								Yes	Y es										Motor Carrier	MCD-1220 Renew Motor Carrier TxDMV Number
Yes								Yes	Y es				Yes						Motor Carrier	MCD-1225 Manage Motor Carrier System Account
Yes								Yes											Insurance Company	MCD-1230 Report Insurance Renewals and Reinstatements for Motor Carriers
								Yes											Consolidated Motor Carrier System	MCD-1235 Convert TxDMV Number Registration to Align with a UCR Registration
Yes								Yes	Y es		Y es								Motor Carrier	MCD-1240 Reinstate TxDMV Number after a Lapse in Insurance
Yes					Yes			Yes											Law Enforcement	MCD-1245 Request the Revocation of a TxDMV Number
Yes								Yes			Y								Motor Carrier	MCD-1250 Cancel a TxDMV

Contact Center Infrastructure and Process Improvement	Online Self-Service Capabilities for Motoring Public	Email Response Management Capability	Online Dealer Web Service Initiative	Revamp tne Dealer Licensing Program	Online Self-Service for Law Enforcement	E-Titles and E-Liens	Integrated Case Management System	One-Stop Shopping for Motor Carriers	Electronic Cab Cards	Entorce Scofflaw Statewide	Paperless Workflow	Supply Ordering via Online Self-Service	Direct Shipping of Plates, Stickers	Centralized Processing of Renewals	Enhanced Technical Infrastructure Help Desk and Support	Implement Consistent Service Delivery	Expand Service Availability	Expand Fleet Registration	Primary Actor	Full Use Case Name
											es									<u>Number</u>
Yes					Yes			Yes											Law Enforcement	MCD-1255 Verify Motor Carrier Information
Yes								Yes											Customer	MCD-1260 Inquire Into a Motor Carrier
								Yes											TxDMV Credentialing staff	MCD-1265 Perform Unified Carrier Registration (UCR) Outreach
Yes								Yes											Motor Carrier	MCD-1270 Apply for UCR (Unified Carrier Registration)
Yes								Yes											Motor Carrier	MCD-1275 Renew Unified Carrier Registration (UCR)
								Yes											TxDMV Credentialing staff	MCD-1285 Process a refund to a Motor Carrier
								Yes											TxDMV Credentialing staff	MCD-1290 Request an additional payment due to underpayment
																			TxDMV Credentialing staff	MCD-1295 Send UCR Registration Funds that Exceed Texas Cap
Yes								Yes											Motor Carrier	MCD-1300 Deactivate USDOT Number
Yes								Yes											Motor Carrier	MCD-1305 Obtain a USDOT Number
Yes								Yes	Y es		Y es		Yes						Motor Carrier	MCD-1310 Open an Apportioned Account
								Yes	V .		V								TxDMV IRP Staff	MCD-1315 Mail monthly IRP renewal packet
								Yes	es		es								TxDMV IRP Staff	MCD-1320 Renew Apportioned Account
								Yes											Motor Carrier	MCD-1325 Make Changes to an Apportioned Account

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Contact Cente Infrastructure and Process Improvemen	Online Self-Service Capabilities fo Motoring Publi	Email Respons Management Capabilit	Online Dealer Web Service Initiative	vamp tn icensin Prograr	Online Self-Service fo Law Enforcemen	E-Titles and E-Lien	Integrated Case Management System	ne-Stop Shoppin for Motor Carrie	Electronic Cab Cards	Enforc Scofflaw Statewid	Paperless Workflow	/ia	Direct Shipping o Plates, Stickers	centralized cessing o Renewals	Enhanced Technical Infrastructure Help Desk and Support	ment Consister Service Deliver	Expand Service Availability	Expand Flee Registration	Timary Actor	Tun ose ouse runne
ture ove	ilitie	esp	aler Initi	Kevamp tr Dealer Licensir Progra	rce	並	ed Sy	One-Stop Shopp for Motor Carri	g Q	En tate	Vor	Supply Ordering via Online Self-Service	Sti	Centralize Processing Renewa	ecr ure Su	mplement Consiste Service Delive	Se	ind jistr		
rtac truc npr	Self pab orir	= E	De ice	≺e∨ er L	ey-Se	and	grat nent	pp S	ပ္ပိ	N S	ss V	derii F-Se	Sh es,	000 2000 2000	and and	ige C	anc A	xpa Rec		
Cor rast	S Cal	ma	ne erv	eale	Self w E	es :	te(	Sto	inc	fflav	iles	Orc	ect Pat	ď	nce astr sk a	erv	ă X	ш —		
Infi	rilir _	E	III S	Ŏ	E g	苣	nage	ne- for	ctrc	Scol	эре	ne o	2 .		nfra nfra De	ler S	٣			
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		ž			O							0,0								
Yes								Yes			Υ								TxDMV IRP Staff	
											es									MCD-1330 Process a Refund for
																				an Apportioned Account
								Yes			Y es								TxDMV IRP Staff	MCD-1335 Disburse and
											03									Receive Net Apportioned Plate
																				Fees to and from Other
Var								V												Jurisdictions
Yes					Yes			Yes												MCD-1340 Perform a Record
																			Law	Inquiry on an Apportioned
								Yes									_		Enforcement Consolidated	Account
								103											Motor Carrier	MCD-1345 Exchange Vehicle
																			System	Safety Data (PRISM Program)
								Yes											Motor Carrier	MCD-1350 Override Out-of-
																				Service (OOS) Indicator
Yes	Yes										Y es							Yes	Fleet Registrant	MCD-1365 Apply for fleet
											62									registration
Yes	Yes										Y es								Fleet Registrant	MCD-1370 Renew Fleet
_																				Registrations
Yes	Yes										Y es		Yes						Fleet Registrant	MCD-1380 Apply for Token Fleet
Var	. Var							V											<u></u>	Registration
Yes	Yes							Yes		—	Y es								Fleet Registrant	MCD-1385 Provide Annual Proof
																				of Payment of Heavy Vehicle
																			TxDMV IRP Staff	Use Tax for Fleets
																			ואטועוא וער אנמוו	MCD-1390 Perform Records Checks
																			TxDMV IRP Staff	MCD-1395 Perform Audit of
																			INDIVIVIINI Olali	Interstate Motor Carriers
Yes				Yes															Dealer	Interotate Motor Carriers
																			_ 00.0.	
																				MVD-1415 Apply for License
				Yes															TxDMV MVD	NIVE-1413 Apply for Licerise
																			Staff	MVD 4420 Notific Dealer of Direct
																				MVD-1420 Notify Dealer of Right to Protest
																				<u>to Frotest</u>

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Contact Cente Infrastructure and sess Improvemen	Online Self-Service Capabilities for Motoring Public	nse illity	Online Dealer Wek Service Initiative	Revamp the Dealer Licensing Program	Online Self-Service for Law Enforcemen	ens	Integrated Case Management System	oing iers	Electronic Cab Cards	orce /ide	Paperless Workflow	m 0	Direct Shipping of Plates, Stickers	Centralized Processing of Renewals	Enhanced Technica Infrastructure Help Desk and Suppor	ten /en)	and Service Availability	Expand Flee Registratior	Primary Actor	Full Use Case Name
Contact Cente Infrastructure an Process Improvemer	ser ties Pu	Email Response Management Capabilit	er V itia	vamp tn Licensing Progran	ice	E-Titles and E-Lien	S S	ne-Stop Shoppin for Motor Carrier	ပိ	Enforce Scofflaw Statewid	orkf	Supply Ordering via Online Self-Service	E Š	centralize ocessing Renewal	e F	ement Consister Service Deliver	Expand Servic Availabilit	xpand Flee Registratio		
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_		Ma			Ō		_		ш			S O				=				
Yes				Yes															Dealer	
																				MVD-1425 Renew License
Yes				Yes															Dealer	
																				M)/D 4400 Assessed Lissues
				Vee															<b>.</b> .	MVD-1430 Amend License
				Yes															Dealer	
																				MVD-1445 Close License
Yes				Yes															Protestant	
																				MVD-1460 Protest a Dealer
																				License Application
Yes	Yes					Υ							Yes							VTR-1470 Apply for Texas
						es														Certificate of Title and
																			Vehicle Owner	Registration
Yes			Yes			Υ							Yes						Dealer	VTR-1475 Submit Dealer Title
						es														Transactions
Yes	Yes					Υ													Mechanic	VTR-1485 Obtain
						es													Woorland	Mechanic/Storage Lien
Yes	Yes																		Vehicle Owner	VTR-1500 Process Title
																			verlicie Owner	Correction
Yes	Yes																		Vehicle Owner	
103	163																		venicie Owner	VTR-1505 Process Motor
										Vo							Yes		Martagla a Dadalla	Vehicle Transfer Notification
										Ye s							res		Motoring Public	
																				VTR-1520 Renew Registration
Yes	Yes																		Motoring Public	
									l											VTR-1525 Change Address
Yes	Yes																		Motoring Public	
																				VTR-1540 Transfer Specialty
																				Plate to Another Vehicle
Yes	Yes												Yes						Motoring Public	VTR-1545 Replace Lost, Stolen,
																			wictoring r uplic	Mutilated Plate/Sticker
Yes	Yes				-								Yes						Motoring Public	
			<u> </u>		<u></u>				<u>L</u>				. 00							VTR-1550 Order Specialty Plates
Yes												Yes							County TAC	VTR-1560 Order Supplies
			L						<u> </u>		1								•	The state of the s

Contact Center Infrastructure and Process Improvement	Online Self-Service Capabilities for Motoring Public	Email Response Management Capability	Online Dealer Web Service Initiative	Revamp tne Dealer Licensing Program	Online Self-Service for Law Enforcement	E-Titles and E-Liens	Integrated Case Management System	One-Stop Shopping for Motor Carriers	Electronic Cab Cards	Enforce Scofflaw Statewide	Paperless Workflow	Supply Ordering via Online Self-Service	Direct Shipping of Plates, Stickers	Centralized Processing of Renewals	Enhanced Technical Infrastructure Help Desk and Support	Implement Consistent Service Delivery	Expand Service Availability	Expand Fleet Registration	Primary Actor	Full Use Case Name
																			Staff	
Yes	Yes																		Customer	VTR-1565 Obtain Disabled Parking Placard/Plate
Yes	Yes																		Motor Carrier	VTR-1570 Obtain Nonresident Agricultural Permit
																			County TAC Staff	VTR-1575 Process Non- Sufficient Fund Check at TAC
Yes			Yes									Yes							Dealer/County Subcontractor	VTR-1580 Order Dealer/Subcontractor Equipment and Setup
Yes								Yes					Yes						Motor Carrier	VTR-1585 Obtain Token Trailer Plate
Yes	Yes					_				—									Vehicle Owner	VTR-1590 Obtain Vehicle Transfer Permit
Yes	Yes															Yes			Vehicle Owner	VTR-1595 Register Non-Titled Trailer
Yes											Y es								Salvage Dealer	VTR-1600 Process Surrendered Junk/Salvage Titles
																	Yes		Vehicle Owner	VTR-1605 Assign/Re-Assign VIN
Yes	Yes																Yes		Vehicle Owner	VTR-1610 Apply for Certified Copy of Original Title (CCO)
																	Yes		Motoring Public	VTR-1615 Process Registration Refunds
																	Yes		Motoring Public	VTR-1620 Request Credit Fee Vouchers
Yes			Yes																Dealer	VTR-1625 Request Certified Dealer Reassign/POA Forms
Yes					Yes														Law Enforcement	VTR-1630 Request Auction Receipts
Yes											Y es								System Generated	VTR-1635 Distribute VTR Error Report
													Yes						TxDMV Regional Service Center Staff	VTR-1645 Conduct Annual County TAC Audit

Contact Center Infrastructure and Process Improvement	Online Self-Service Capabilities for Motoring Public	Email Response Management Capability	Online Dealer Web Service Initiative	Revamp tne Dealer Licensing Program	Online Self-Service for Law Enforcement	E-Titles and E-Liens	Integrated Case Management System	One-Stop Shopping for Motor Carriers	Electronic Cab Cards	Enforce Scofflaw Statewide	Paperless Workflow	Supply Ordering via Online Self-Service	Direct Shipping of Plates, Stickers	Centralized Processing of Renewals	Enhanced Technical Infrastructure Help Desk and Support	Implement Consistent Service Delivery	Expand Service Availability	Expand Fleet Registration	Primary Actor	Full Use Case Name
Yes								Yes											Motor Carrier	VTR-1650 Obtain Annual NAFTA Permit
Yes								Yes											Motor Carrier	VTR-1655 Renew Annual NAFTA Permit
Yes								Yes											Motor Carrier	VTR-1660 Obtain Weight Increase for NAFTA Trailer
Yes								Yes											Motor Carrier	VTR-1665 Obtain Replacement of NAFTA Permit Plate
								Yes											Motor Carrier	VTR-1670 Obtain Refund for NAFTA Permit
Yes			Yes																Exporter	VTR-1675 Process Export Only Sales
Yes	Yes																		Motoring Public	VTR-1740 Obtain Duplicate Registration Receipt
Yes	Yes					_													Motoring Public	VTR-1745 Obtain Time Permits
						Y es					Y es								TxDMV Staff	VTR-1770 Release/Reject Title Transaction
						Y es					Y es								TxDMV TCS Staff	VTR-1776 Release/Reject Special Title Transaction
						es					es								TxDMV VDM Staff	VTR-1805 Monitor Apportioned Titles
						Y es					Y es								non-profit organization	VTR-1815 Obtain Operational Legal Restraint
Yes	Yes																		Insurance Company	VTR-1825 Report Owner Retained Salvage or Non- Repairable Vehicle
Yes	Yes																		Motoring Public	VTR-1835 Apply for Owner Retained Salvage/Non- Repairable Title

Contact Center Infrastructure and Process Improvement	Online Self-Service Capabilities for Motoring Public	Email Response Management Capability	Online Dealer Web Service Initiative	Kevamp tne Dealer Licensing Program	Online Self-Service for Law Enforcement	E-Titles and E-Liens	Integrated Case Management System	One-Stop Shopping for Motor Carriers	Electronic Cab Cards	Enforce Scofflaw Statewide	Paperless Workflow	Supply Ordering via Online Self-Service	Direct Shipping of Plates, Stickers	Centralized Processing of Renewals	Enhanced Technical Infrastructure Help Desk and Support	Implement Consistent Service Delivery	Expand Service Availability	Expand Fleet Registration	Primary Actor	Full Use Case Name
											Y es								TxDMV Specialty License Plate Staff	VTR-1840 Obtain Assignment of Salvage/Non-Repairable Title
Yes										Yes									County TAC	VTR-1845 Update Scofflaw Entries
Yes						—					Y es								Customer	VTR-1855 Obtain Certificate of Authority for Abandoned Vehicle
Yes											Y es								Insurance Company	VTR-1860 Obtain Certificate of Authority for Insurance Company to Dispose of Vehicle
Yes											Y es								Storage Owner	VTR-1865 Obtain Certificate of Authority (COA) for Tow Truck or Storage
Yes	Yes				Yes														Customer	VTR-1880 Research Title History
											Y es								Internal Triggered Use Cases	VTR-1885 Correct Vehicle Records
Yes	Yes																		non-profit organization	VTR-1895 Apply for Organizational Specialty License Plate
Yes													Yes						Motoring Public	VTR-1920 Correct Specialty License Plate Registration Errors
																			TxDMV Registration Staff	VTR-1925 Send Fee Change Letters to County Judges